Report to the City of Columbus:

2002 Citizen Satisfaction Survey

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1. Introduction

For the past two decades, citizens across the United States have increasingly demanded better quality public services for their tax dollars. Continued pressure to improve and document government performance lead the City of Columbus to become one of the first metropolitan Midwestern cities to implement a citizen satisfaction survey in 1994. Unlike many other cities, however, the City of Columbus has remained committed to using citizen satisfaction data as a means to assess and improve the management of city services. In particular, the City uses the results from the survey to track its progress towards achieving the goals outlined in the Columbus Covenant. In addition, the results serve as a measure for individual departments as they assess whether they are meeting department level performance measures.   Based on data from subsequent satisfaction surveys in 1995, 1996, 1998, and 2000, the City of Columbus is able to track the quality of various public services and target areas for improvement.

This year, 2002, the City of Columbus is once again a pioneer in urban government management. The implementation of the 2002 survey marks a significant shift in how the survey data are collected, analyzed, and reported. To date the City of Columbus has only been able to use the survey data to assess service quality across the entire city or in imprecise comparisons between the central city and suburban areas. The 2002 survey gathered responses by each of the City's 12 service districts. Consequently, the information included in this report can be used not only to assess whether services are improving or declining relative to past years, but also whether there are important performance differences across service districts that deserve attention. Columbus is one of only a handful of cities nationwide that utilize this cutting edge management tool.

As has been the case in previous satisfaction surveys, this year's survey asks respondents about a variety of government service related issues. In particular, the survey asks citizens to:

- Identify what they like best about Columbus and what challenges they think lie ahead;

- Assess the quality of a range of primary public services, including fire prevention, emergency medical services, refuse collection, park maintenance, recreational programs, police services, drinking water, drainage, street lighting, snow removal, and street maintenance;

- Assess the City's performance on meeting many of the Strategic Goals identified in the Columbus Covenant;

- Report their awareness of many new City initiatives, like Cap City Kids and Neighborhood Liaisons; and,

- Indicate their preference for the types of services they would like to see offered by different agencies.

After a discussion of the methodology in **section 2**, the bulk of this document reports the results from the survey in both tabular and graphic format. The results are presented in sections 3-5. **Section 3** examines responses to key city-wide questions (i.e. what is the biggest challenge facing Columbus). Many of the tables in this subsection provide comparisons to previous survey results. As a general rule, the historic comparisons are made to 1994, 1996, 1998, and 2000, but not 1995 since these results closely mirror the 1996 responses. **Section 4** analyzes the results as they relate to the Strategic Goals of the Columbus Covenant. The first of the Strategic Goals examined is Neighborhood Development. This is where the bulk of the comparisons are made across neighborhood service districts. In fact, the analysis includes a summary of the major results in each of the 12 neighborhood service districts. **Section 5** presents results by different City departments with a particular focus on relevant performance measures for each department. The document concludes with a series of appendices, including the survey instrument (Appendix A) and the response frequencies (Appendix B).

2. Methodology

The City of Columbus 2002 Satisfaction Survey is based on telephone interviews of 1188 randomly selected adults throughout the City. The interviews were conducted from July 15 to August 19, 2002.

A random sample of computer-generated telephone numbers was used to reach households throughout the City regardless of whether their number was listed or unlisted. Within each household, one English-speaking adult was selected by a random procedure to be the respondent for the survey. All interviewing was completed from the Ohio State University Center for Survey Research. The average interview length was 26.5 minutes.

A total of 7,790 randomly generated telephone numbers were used for this survey. The numbers were called as many as 10 times trying to reach an eligible respondent at a time that was convenient for the respondent. Of these, 3,358 numbers were found to be non-working numbers, businesses, or households outside of the City of Columbus. The remaining 4,432 numbers were *presumed* to reach a household in the City with an eligible respondent. Of these households, interviews were completed in 27% of the cases.[1] Among those households for which it is known that interviewers actually spoke with the eligible adult respondent, interviews were completed in 83% of the cases.[2]

In theory, in 19 out of 20 cases, the results for this sample of residents will differ due to sampling error by no more than 2.8 percentage points in either direction from what would have been obtained by interviewing all adults in the city. In addition, all surveys are subject to other potential sources of imprecision and bias which may be associated with the question wording and/or ordering, response rate, and the quality of the interviewers, for example, that could lead to somewhat different results from the present findings. Table 2.1 on the next page shows the margin of sampling error by neighborhood service division.

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[1] AAPOR Response Rate 1, the most conservative calculation. The American Association for Public Opinion Research. 2000. Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys. Ann Arbor, Michigan: AAPOR.
[2] AAPOR Cooperation Rate 1, the most conservative calculation.

Table 2.1
Sample Size and Margin of Sampling Error by Neighborhood
Service Division

Area	Sample Size	Margin of Sampling Error
(1) Westland	72	+/- 11.5
(2) Greater Hilltop/Southwest	123	+/- 8.8
(3) Franklinton	52	+/- 13.5
(4) University/Village Area	234	+/- 6.4
(5) Brewery/German Village/Southside	85	+/- 10.6
(6) Clintonville/Northwest	140	+/- 8.2
(7) Far East	115	+/- 9.1
(8) Near East	67	+/- 11.9
(9) North Central	61	+/- 12.5
(10) Far Northeast	102	+/- 9.7
(11) Northeast	59	+/- 12.7
(12) Linden	78	+/- 11.0
City of Columbus	**1188**	**+/- 2.8 percentage points**

One way to address sample bias is to weight the results by key demographic factors. In the case of the 2002 survey the results were weighted to take into account the number of adults and the number of telephone lines in each household and adjust for variations in the sample by weighting for area of residence, gender, age, race, education, and whether or not any children under the age of 18 lived in the household. The weighted data were compared to the unweighted raw data to verify the accuracy of the unweighted data. In a sense, weighting was used to check for accuracy. The next section presents a comparison of weighted versus unweighted responses to show the degree of difference. In the majority of cases, the weighted data are not substantively different from the unweighted data suggesting that the unweighted data are not highly biased. Table 2.2 on the next page reports the demographics of the sample drawn with the techniques discussed above.

Table 2.2
2002 Satisfaction Survey
Respondent Demographics

Demographic	Percent (count)	Demographic	Percent (count)
Gender		**Race**	
Female	60.1% (714)	White	63.9% (759)
Male	39.9% (474)	Black	28.9% (343)
Age		All other	7.2% (86)
18-29	27.9% (327)	**Employment Status**	
30-44	29.5% (345)	Employed full-time	57.0% (620)
45-59	22.3% (261)	Employed part-time	9.0% (98)
60 and older	20.3% (238)	Unemployed	2.7% (29)
Education		Retired	19.4% (211)
Less than high school	10.0% (118)	Student	5.1% (55)
High school graduate	26.0% (307)	Homemaker	6.9% (75)
Some college	30.5% (361)	**Marital Status**	
College graduate	33.6% (397)	Married/cohabiting	34.7% (411)
Household Income		Divorced	11.2% (133)
Less $20,000	30.0% (317)	Separated	1.9% (22)
$20,001-$30,000	16.6% (175)	Single	43.3% (513)
$30,001-$50,000	25.2% (266)	Widowed	8.9% (106)
$50,001-$75,000	16.3% (172)	**Voter Status**	
$75,001 or higher	11.9% (126)	Registered to vote	76.6% (908)

A unique challenge of this year's survey was the ability to connect the survey data to the 12 neighborhood service areas. The first step was to screen households for residence in the City. Respondents were first asked for their zip code. Residents of the following zip codes were considered city residents without further screening: 43201, 43202, 43205, 43206, 43210, 43211, 43214, 43215, and 43222. Residents of the following zip code areas were outside the city and interviews were terminated: 43054, 43004, 43017, 43002, 43064, 43146, and 43217. Residents living in other zip codes were then asked if their household was within Columbus city limits. Other screening criteria such as paying taxes to the City of Columbus were rejected because positive responses did not guarantee Columbus residence. The second step of the data connection process was to collect address information from respondents. These data were processed using geographic information systems software to verify that households were actually within Columbus city limits and assign them to one of the neighborhood service areas. Appendix C reports the demographic information listed in Table 2.2 above by each of the 12 neighborhood service divisions.

3. Results – City-Wide Issues

A. Overall Quality of Life

Quality of life continues to improve.....

Every two years since the first survey in 1994, respondents report a gradual increase in the overall quality of life in the City of Columbus. On a 10-point scale where 1 means "very poor quality" and 10 means "very high quality," the average rating in 2002 is 7.6 as compared with 7.2 in 1994, 7.3 in 1996, 7.4 in 1998, and 7.5 in 2000. Figure 3.1 reports these results graphically.

Figure 3.1
Average Quality of Life Rating in Columbus
1994-2002
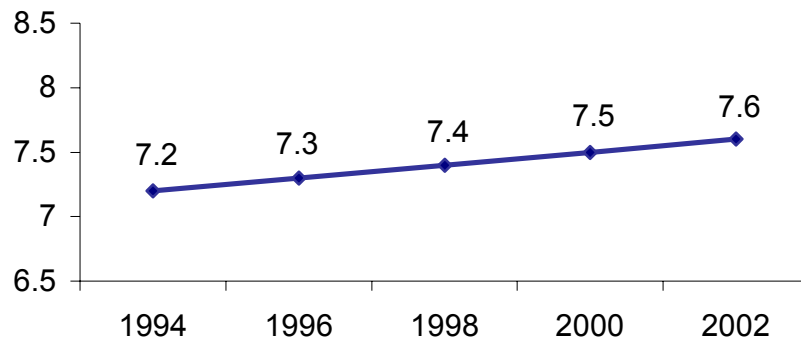
...and quality of life is good.

The vast majority of respondents report that their quality of life is good. Figure 3.2 reports quality of life ratings when the 10-point scale is collapsed into three categories ranging from "poor or very poor" (scale ratings of 1 to 4) to "satisfactory" (scale rating of 5) to "good or very good" (scale ratings of 6 to 10).

Figure 3.2
Ratings of Quality of Life in Columbus

This is also an improvement from previous surveys. In 2002, 91% of respondents indicated that their quality of life was "good or very good" compared with 89% in 2000, 86% in 1998, and 70% in 1994.

Differences across Subgroups

The quality of life gap between African Americans and whites has disappeared….

Quality of life increases reach across subgroups. Quality of life ratings have increased for both African American and white respondents. The average quality of life rating for African American respondents in 2002 is 7.6, up from 7.4 in 2000 and 7.2 in 1998. Similarly, the average quality of life rating for white respondents is also 7.6, the same as in 2000, but up from 7.5 in 1998. In terms of average quality of life ratings the gap between African Americans and whites has disappeared.

…but things continue to get better with age.

Quality of life has also improved across age groups. The 2000 survey distinguished between those above and below 40 years of age. In 2000, respondents less than 40 reported an average quality of life rating of 7.3 compared to 7.5 in 2002. In addition, in 2002, respondents over 40 report an average quality of life rating of 7.8, up from 7.6 in 2000. The gap between age groups becomes more prominent when comparing respondents 60 and older to younger respondents. In 2002, those above 60 report an average quality of life rating of 7.9 compared to 7.6 for those younger than 60.

Figure 3.3
Quality of Life Ratings by Income
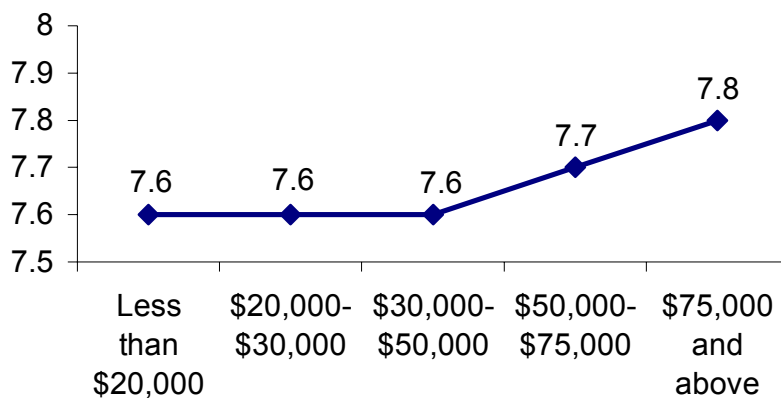
Another interesting progression emerges when income status is examined. As Figure 3.3 reports, respondents with higher incomes have higher quality of life ratings. Notably, respondents with income levels above $75,000 report an average quality of life rating of 7.8, while those with income levels below $50,000 have an rating of 7.6.

B. What Citizens Like Best about Columbus

A majority of respondents like Columbus' diversity of activities and quality of life.

According to the survey results reported in Table 3.1, Columbus has lots to offer. When asked what they like best about Columbus, the majority of respondents indicate the diversity of activities (32%) and the overall quality of life (29%). A smaller portion of respondents highlight economic factors, like a vibrant local economy and job market (9%) or the low cost of living and taxes (5%).

Table 3.1
What Citizens Like Best About Columbus
2002[3]

Diversity of Activities[4]	32%
Quality of Life[5]	29%
Local Economy and Job Market	9%
My Home and Family	7%
Low Cost of Living and Taxes	5%
Do Not Like Columbus	3%
Other[6]	15%

At a more personal level, 7% of respondents indicate that their family or their home is the most desirable aspect of life in Columbus. Only 3% of respondents indicate that they do not like living in Columbus and 15% report some other aspect of life in Columbus that makes it an attractive place to live.

C. The Most Important Challenges Facing Columbus

While respondents are increasingly satisfied with their quality of life, they also report that there are important challenges facing Columbus that must be addressed to ensure continued overall satisfaction. Some of these are issues that the City of Columbus can work to improve, like the quality of roads and transportation. In other cases the City has fewer means to improve conditions, like the condition of the economy.

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[3] Multiple responses allowed. Table based on 1205 responses.
[4] Category includes entertainment, recreation, shopping, and arts.
[5] Category includes local culture.
[6] Other combines categories that receive less than 2% of the total response.

Figure 3.4 and Table 3.2 (on the next page) report the top five challenges indicated by respondents when asked what is the most important challenge facing Columbus. The results of previous surveys are reported for purposes of comparison.[7]

Figure 3.4
Most Important Challenges Facing the City of Columbus -- 1994-2002

Public safety and crime continue to recede as challenges facing Columbus….
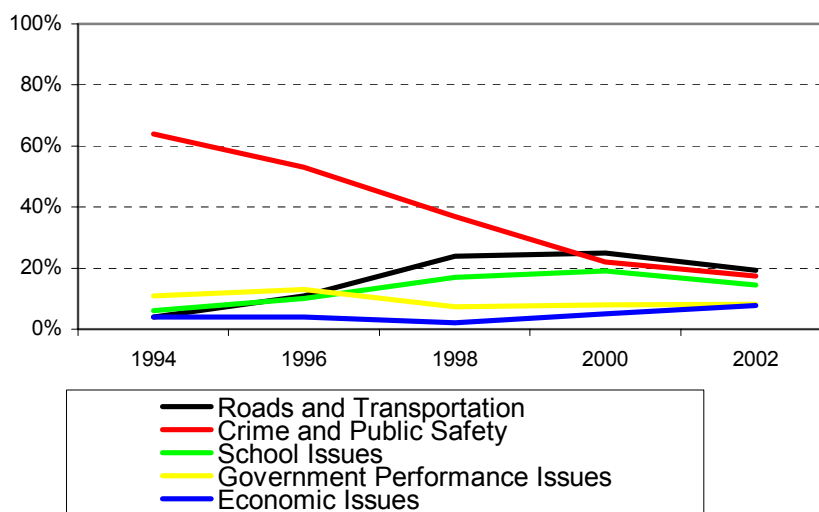
On the positive side, crime and public safety continue to recede as an important challenge facing the city. In 1994, 64% of respondents indicated that this was the most important challenge. In 2002, 17% of respondents report crime and public safety as the most important challenge, a drop from 22% only two years earlier in 2000. This mirrors the overall national trend. However, it is important to highlight that crime rates and concern about crime have recently spiked in other major metropolitan cities like Boston and Philadelphia, but not in Columbus.

Concern with issues of government performance appears to have stabilized. While 11% of respondents in 1994 and 13% in 1996 reported that the biggest challenge facing Columbus was poor government performance (i.e. inefficient government spending), this number has remained steady since. Only 8% of respondents in 2002 indicate that this is a major challenge.

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[7] Two responses were allowed. Note that the phrasing of the question has changed slightly from "most important problem" in previous iterations of the survey to "most important challenge" in the current version.

Table 3.2
Most Important Challenges Facing Columbus
1994-2002

	1994	1996	1998	2000	2002
Roads and Transportation	4%	11%	24%	25%	19%
Crime and Public Safety	64%	53%	37%	22%	17%
School Issues[8]	6%	10%	17%	19%	15%
Government Performance[9]	11%	13%	7%	8%	8%
Economic Issues	4%	4%	2%	5%	8%
Other Issues	11%	9%	13%	21%	33%

...while economic issues are increasingly a primary concern of Columbus residents.

On the negative side, citizens are increasingly concerned about the state of the economy. In 1994, only 4% of respondents reported economic issues as the most important challenge. By 2002, that percentage has doubled to 8%. In addition, citizens remain concerned with roads and transportation. From 1994 to 2002, the percentage of respondents that indicate that roads and transportation is the most important challenge has grown from less than 5% to around one-fifth of all respondents. While this is a decrease from 1996 and 1998, almost 5% of respondents in 2002 indicate that the city is growing too fast (included in the "other issues" category), further suggesting that citizens are concerned about the management of growth and infrastructure. School issues also remain a primary concern, with 15% of respondents citing issues like school funding and quality as the most important challenge.

Finally, it is important to point out that the "other issues" category has grown dramatically from 1994 (11%) to 2002 (33%). This category combines issues that receive less than 5% of the overall responses. The majority of these issues receive less than 1% of the overall responses. The growth in the diversity of "other" responses is likely due to both the diminishment of primary local concerns like crime, and the increasing number of challenges confronting the city during a period of uncertainty due to war abroad and a national economic downturn.

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[8] This category includes school performance, busing, funding, infrastructure, access and other school related issues.
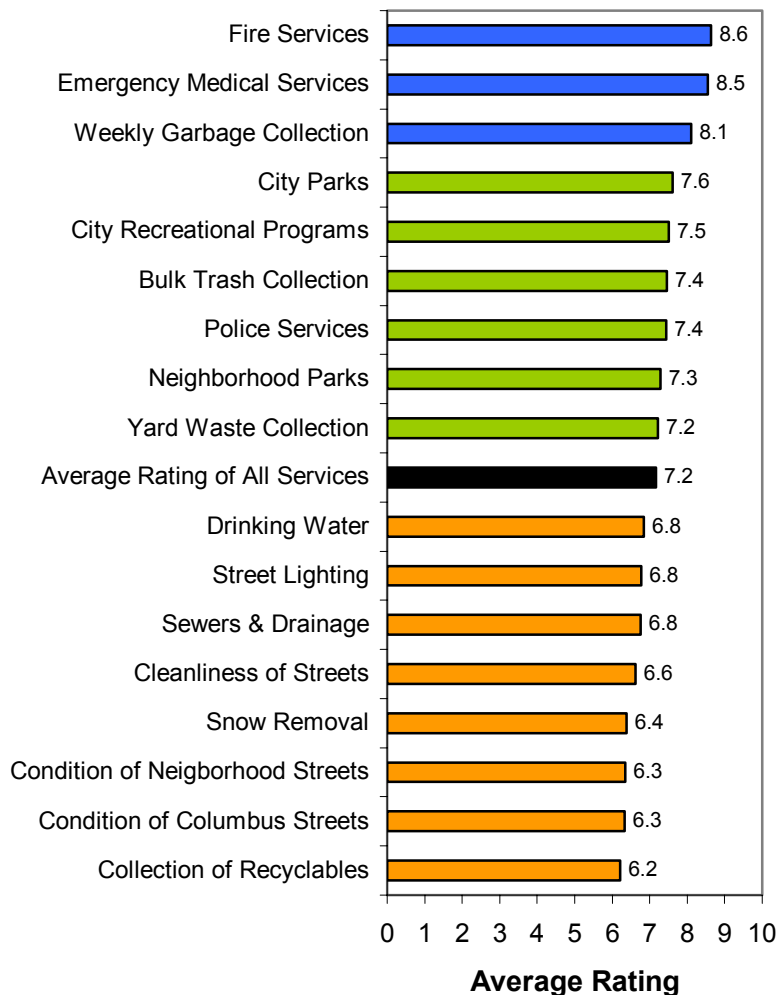[9] This category includes issues related to poor city planning, garbage and recycling, and wasted taxes and government spending.

D. Citizen Evaluation of the Quality of City Services

Citizens give high marks to fire and emergency medical services…

Citizen evaluation of the quality of public services is a key benchmark of government performance. As primary consumers of public services, citizens are well positioned to assess whether they are receiving value for their tax dollars. Since the first survey in 1994, the City of Columbus has asked residents to evaluate the quality of several public services. Citizens were asked to rate each of 17 services on a 10-point scale, where 1 means "very poor quality" and 10 means "very high quality." Figure 3.5 reports the results for 2002.

Figure 3.5
Service Quality Ratings 2002

Service	Average Rating
Fire Services	8.6
Emergency Medical Services	8.5
Weekly Garbage Collection	8.1
City Parks	7.6
City Recreational Programs	7.5
Bulk Trash Collection	7.4
Police Services	7.4
Neighborhood Parks	7.3
Yard Waste Collection	7.2
Average Rating of All Services	7.2
Drinking Water	6.8
Street Lighting	6.8
Sewers & Drainage	6.8
Cleanliness of Streets	6.6
Snow Removal	6.4
Condition of Neigborhood Streets	6.3
Condition of Columbus Streets	6.3
Collection of Recyclables	6.2

Average Rating

While all of the services are ranked positively (6 or above), citizens give the highest marks to fire services (8.6), emergency medical services (8.5), and garbage collection (8.1). Citizens give the lowest

marks to the collection of recyclables (6.2), the condition of streets in their neighborhood (6.3), and the condition of streets in greater Columbus (6.3). Note that while citizens rate garbage collection – a service provided directly by the city – as one of the top three services, citizens rate collection of recyclables – a service provided by a contractor – as one of the bottom three services. In general, the City's overall trash collection program gets high marks, with bulk trash collection receiving a 7.4 and yard waste collection receiving a 7.2.

Table 3.3 reports changes in service ratings over time.[10] Overall, service performance continues to improve. The average service rating is 7.2, up from 7.0 in 1996.

...and the trend is toward continued improvement across the vast majority of services.

Table 3.3
Quality of Columbus City Services
1996-2002

	1996	1998	2000	2002	
Fire Services	8.5	8.4	8.4	8.6	▲
Emergency Medical Services	8.3	8.1	8.3	8.5	▲
Weekly Garbage Collection	7.5	7.9	7.8	8.1	▲
City Parks in General	7.1	7.2	7.7	7.6	▼
City's Recreational Programs	6.9	7.0	7.4	7.5	▲
Police Services	7.1	7.0	7.1	7.4	▲
Bulk Trash Collection	6.4	7.0	7.2	7.4	▲
Parks in Your Neighborhood	6.8	6.9	7.6	7.3	▼
Yard Waste Collection	--	6.9	7.0	7.2	▲
Drinking Water	6.7	6.4	6.6	6.8	▲
Sewers & Drainage	6.7	6.8	6.7	6.8	▲
Cleanliness of Roads & Streets	--	6.5	6.6	6.6	
Snow Removal	5.4	6.0	5.7	6.4	▲
Condition of Columbus Streets	5.4	5.6	5.5	6.3	▲
Condition of Neighborhood Streets	5.9	6.2	6.5	6.3	▼
Collection of Recyclables	--	6.0	6.0	6.2	▲
Average Service Rating	**7.0**	**7.1**	**7.1**	**7.2**	▲

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[10] Comparative data for 1994 are not available. Only those services that have been tracked since 1998 are included in this table.

Twelve services have higher average service ratings than the previous survey in 2000, while only three services show any drop-off. In fact, some services have posted strong improvements. Notably, snow removal has jumped from 5.7 in 2000 to 6.4 in 2002 and the condition of streets in greater Columbus has increased from 5.5 to 6.3 in the same time period.

While the condition of streets receives a low mark, it has made the biggest improvement of all the services.

The low scores for the condition of streets in Columbus and in neighborhoods combined with the finding that almost 20% of respondents indicate that roads and transportation are the most important challenge suggest that citizens are concerned about transportation infrastructure. This is logical given the considerable amount of construction throughout the Columbus metropolitan area. As noted in the previous paragraph, the good news is that residents think conditions and the City's performance on these issues are improving.

Weighting

As noted in the methodology section, weighting the data by factors such as age, race, and education can increase the reliability of the results. Through weighting, the data become more representative of the population surveyed. Relying on unweighted data can lead to either underestimation or overestimation. For example, Table 3.4 (on the next page) compares average citizen ratings with both weighted and unweighted data for each of the 17 public services reported earlier, as well as the average rating for all services.

In about half of the cases the ratings do not change. In particular, the average service rating remains the same at 7.2. In the majority of the other instances, ratings increase with weighted data (noted in blue). This means that using the unweighted data results in an underestimation in average rating for these services. In one instance – snow removal (noted in red) – the rating decreases with the weighted data. This means that using the unweighted data results in an overestimation in the average rating for this service. While none of the changes are dramatic, over time the results can be substantive.

However, improvements in data reliability come at the expense of substantive comparability with unweighted surveys from previous years. In the case of this survey it is inaccurate to compare weighted data from 2002 to unweighted data from 2000. For example, a change from 6 in 2000 to 7 in 2002 in the quality of snow removal is not necessarily an actual improvement in snow removal services. The increase may simply be attributable to the weighting formula.

Table 3.4
Quality of Columbus City Services
Weighted versus Unweighted Responses
2002

	Weighted	Unweighted
Fire Services	8.7	8.6
Emergency Medical Services	8.6	8.5
Weekly Garbage Collection	8.2	8.1
City Parks in General	7.6	7.6
City's Recreational Programs	7.5	7.5
Police Services	7.4	7.4
Bulk Trash Collection	7.5	7.4
Parks in Your Neighborhood	7.3	7.3
Yard Waste Collection	7.3	7.2
Drinking Water	6.9	6.8
Sewers & Drainage	6.8	6.8
Cleanliness of Roads & Streets	6.7	6.6
Snow Removal	6.3	6.4
Condition of Columbus Streets	6.3	6.3
Condition of Neighborhood Streets	6.4	6.3
Collection of Recyclables	6.2	6.2
Average Service Rating	7.2	7.2

In sum, weighted data is preferable to unweighted data in terms of its accuracy, but it eliminates the possibility of making meaningful comparisons to previous unweighted survey data.

Appendix C

Respondent Demographics by Neighborhood Service Division

Appendix B

Unweighted Response Frequencies

G1A What do you like best about living in Columbus? 1st

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Many convenient activities	246	20.7	22.3	22.3
	11 culture	32	2.7	2.9	25.2
	12 entertainment	52	4.4	4.7	29.9
	13 arts	10	.8	.9	30.8
	14 Shopping	19	1.6	1.7	32.5
	20 Quality of life	189	15.9	17.1	49.6
	40 Economy, Jobs	85	7.2	7.7	57.3
	42 Low cost of living,taxes	42	3.5	3.8	61.1
	70 Family friendly place	105	8.8	9.5	70.7
	71 My home, my family	103	8.7	9.3	80.0
	90 Other	147	12.4	13.3	93.3
	101 Generally like the city	36	3.0	3.3	96.6
	102 Hate living in Columbus	38	3.2	3.4	100.0
	Total	1104	92.9	100.0	
Missing	777 No Comments	51	4.3		
	888 Refused	1	.1		
	999 DK	32	2.7		
	Total	84	7.1		
Total		1188	100.0		

G1B What do you like best about living in Columbus? 2nd

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Many convenient activities	4	.3	5.4	5.4
	11 culture	7	.6	9.5	14.9
	12 entertainment	11	.9	14.9	29.7
	13 arts	1	.1	1.4	31.1
	14 Shopping	5	.4	6.8	37.8
	20 Quality of life	16	1.3	21.6	59.5
	40 Economy, Jobs	12	1.0	16.2	75.7
	42 Low cost of living,taxes	5	.4	6.8	82.4
	70 Family friendly place	9	.8	12.2	94.6
	90 Other	4	.3	5.4	100.0
	Total	74	6.2	100.0	
Missing	System	1114	93.8		
Total		1188	100.0		

G2A What is the most important challenge facing Columbus? 1st

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Roads and Transportation	197	16.6	19.4	19.4
	2 Crime and public safety	179	15.1	17.6	36.9
	3 Schools issues	152	12.8	14.9	51.9
	4 Government Performance	83	7.0	8.2	60.0
	5 Economic Issues	78	6.6	7.7	67.7
	6 Other	329	27.7	32.3	100.0
	Total	1018	85.7	100.0	
Missing	777	92	7.7		
	999	78	6.6		
	Total	170	14.3		
Total		1188	100.0		

G2B What is the most important challenge facing Columbus? 2nd

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Roads and Transportation	13	1.1	19.1	19.1
	2 Crime and public safety	10	.8	14.7	33.8
	3 Schools issues	5	.4	7.4	41.2
	4 Government Performance	6	.5	8.8	50.0
	5 Economic Issues	6	.5	8.8	58.8
	6 Other	28	2.4	41.2	100.0
	Total	68	5.7	100.0	
Missing	System	1120	94.3		
Total		1188	100.0		

G3A On a scale of 1 to 10,how would you rate Fire Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	4	.3	.4	.4
	2	2	.2	.2	.6
	4	5	.4	.5	1.1
	5	30	2.5	2.9	3.9
	6	28	2.4	2.7	6.6
	7	94	7.9	9.0	15.6
	8	289	24.3	27.7	43.4
	9	212	17.8	20.3	63.7
	10 Very high quality	378	31.8	36.3	100.0
	Total	1042	87.7	100.0	
Missing	88 Refused	1	.1		
	99 DK	145	12.2		
	Total	146	12.3		
Total		1188	100.0		

G3B ...emergency medical services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	7	.6	.7	.7
	2	3	.3	.3	1.0
	3	4	.3	.4	1.4
	4	8	.7	.8	2.1
	5	36	3.0	3.5	5.6
	6	43	3.6	4.2	9.8
	7	97	8.2	9.4	19.2
	8	250	21.0	24.3	43.5
	9	190	16.0	18.4	61.9
	10 Very high quality	392	33.0	38.1	100.0
	Total	1030	86.7	100.0	
Missing	88 Refused	1	.1		
	99 DK	157	13.2		
	Total	158	13.3		
Total		1188	100.0		

G3C ...police services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	31	2.6	2.8	2.8
	2	17	1.4	1.5	4.3
	3	15	1.3	1.3	5.6
	4	51	4.3	4.5	10.1
	5	94	7.9	8.4	18.5
	6	95	8.0	8.5	27.0
	7	192	16.2	17.1	44.0
	8	239	20.1	21.3	65.3
	9	146	12.3	13.0	78.3
	10 Very high quality	244	20.5	21.7	100.0
	Total	1124	94.6	100.0	
Missing	88 Refused	1	.1		
	99 DK	63	5.3		
	Total	64	5.4		
Total		1188	100.0		

G3D ...the parks in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	26	2.2	2.4	2.4
	2	22	1.9	2.0	4.5
	3	38	3.2	3.5	8.0
	4	37	3.1	3.4	11.4
	5	109	9.2	10.1	21.5
	6	74	6.2	6.9	28.4
	7	181	15.2	16.8	45.2
	8	240	20.2	22.3	67.5
	9	153	12.9	14.2	81.7
	10 Very high quality	197	16.6	18.3	100.0
	Total	1077	90.7	100.0	
Missing	99 DK	111	9.3		
Total		1188	100.0		

G3E ...the city parks in general?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	2	.2	.2	.2
	2	9	.8	.8	1.0
	3	20	1.7	1.8	2.8
	4	26	2.2	2.4	5.2
	5	86	7.2	7.9	13.1
	6	92	7.7	8.5	21.6
	7	202	17.0	18.6	40.2
	8	322	27.1	29.6	69.8
	9	165	13.9	15.2	84.9
	10 Very high quality	164	13.8	15.1	100.0
	Total	1088	91.6	100.0	
Missing	99 DK	100	8.4		
Total		1188	100.0		

G3F ...The citys recreational program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	7	.6	.8	.8
	2	7	.6	.8	1.7
	3	14	1.2	1.7	3.3
	4	30	2.5	3.6	6.9
	5	86	7.2	10.2	17.1
	6	77	6.5	9.2	26.3
	7	145	12.2	17.2	43.5
	8	200	16.8	23.8	67.3
	9	120	10.1	14.3	81.6
	10 Very high quality	155	13.0	18.4	100.0
	Total	841	70.8	100.0	
Missing	99 DK	347	29.2		
Total		1188	100.0		

G3G ...weekly garbage collection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	19	1.6	1.7	1.7
	2	7	.6	.6	2.3
	3	15	1.3	1.3	3.6
	4	23	1.9	2.0	5.6
	5	66	5.6	5.7	11.3
	6	58	4.9	5.1	16.4
	7	137	11.5	11.9	28.3
	8	260	21.9	22.6	51.0
	9	218	18.4	19.0	69.9
	10 Very high quality	345	29.0	30.1	100.0
	Total	1148	96.6	100.0	
Missing	88 Refused	1	.1		
	99 DK	39	3.3		
	Total	40	3.4		
Total		1188	100.0		

G3H ...bulk trash collection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	24	2.0	2.4	2.4
	2	22	1.9	2.2	4.6
	3	27	2.3	2.7	7.3
	4	33	2.8	3.3	10.7
	5	112	9.4	11.3	21.9
	6	66	5.6	6.6	28.5
	7	133	11.2	13.4	41.9
	8	196	16.5	19.7	61.6
	9	144	12.1	14.5	76.1
	10 Very high quality	238	20.0	23.9	100.0
	Total	995	83.8	100.0	
Missing	88 Refused	1	.1		
	99 DK	192	16.2		
	Total	193	16.2		
Total		1188	100.0		

G3I ...yard waste collection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	27	2.3	3.1	3.1
	2	20	1.7	2.3	5.4
	3	32	2.7	3.6	9.0
	4	26	2.2	3.0	12.0
	5	123	10.4	14.0	26.0
	6	62	5.2	7.1	33.1
	7	110	9.3	12.5	45.6
	8	173	14.6	19.7	65.3
	9	118	9.9	13.5	78.8
	10 Very high quality	186	15.7	21.2	100.0
	Total	877	73.8	100.0	
Missing	88 Refused	1	.1		
	99 DK	310	26.1		
	Total	311	26.2		
Total		1188	100.0		

G3J ...collection of recylables?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	81	6.8	10.7	10.7
	2	43	3.6	5.7	16.4
	3	38	3.2	5.0	21.5
	4	44	3.7	5.8	27.3
	5	101	8.5	13.4	40.7
	6	44	3.7	5.8	46.6
	7	87	7.3	11.5	58.1
	8	113	9.5	15.0	73.1
	9	91	7.7	12.1	85.1
	10 Very high quality	112	9.4	14.9	100.0
	Total	754	63.5	100.0	
Missing	88 Refused	3	.3		
	99 DK	431	36.3		
	Total	434	36.5		
Total		1188	100.0		

G3K ...condition of streets and roads in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	49	4.1	4.1	4.1
	2	38	3.2	3.2	7.3
	3	61	5.1	5.1	12.5
	4	89	7.5	7.5	20.0
	5	182	15.3	15.3	35.3
	6	143	12.0	12.1	47.4
	7	197	16.6	16.6	64.0
	8	219	18.4	18.5	82.5
	9	112	9.4	9.4	91.9
	10 Very high quality	96	8.1	8.1	100.0
	Total	1186	99.8	100.0	
Missing	99 DK	2	.2		
Total		1188	100.0		

G3L ...condition of streets and roads in greater Columbus area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	24	2.0	2.1	2.1
	2	24	2.0	2.1	4.1
	3	37	3.1	3.2	7.3
	4	90	7.6	7.7	15.0
	5	205	17.3	17.5	32.5
	6	182	15.3	15.6	48.0
	7	262	22.1	22.4	70.4
	8	237	19.9	20.3	90.7
	9	68	5.7	5.8	96.5
	10 Very high quality	41	3.5	3.5	100.0
	Total	1170	98.5	100.0	
Missing	99 DK	18	1.5		
Total		1188	100.0		

G3M ...the cleanliness of streets and roads?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	22	1.9	1.9	1.9
	2	24	2.0	2.0	3.9
	3	35	2.9	3.0	6.8
	4	71	6.0	6.0	12.8
	5	188	15.8	15.9	28.7
	6	160	13.5	13.5	42.2
	7	259	21.8	21.9	64.1
	8	239	20.1	20.2	84.3
	9	112	9.4	9.5	93.8
	10 Very high quality	74	6.2	6.3	100.0
	Total	1184	99.7	100.0	
Missing	99 DK	4	.3		
Total		1188	100.0		

G3N ...street lighting?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	34	2.9	2.9	2.9
	2	34	2.9	2.9	5.8
	3	28	2.4	2.4	8.2
	4	74	6.2	6.3	14.6
	5	143	12.0	12.2	26.8
	6	140	11.8	12.0	38.8
	7	223	18.8	19.1	57.9
	8	251	21.1	21.5	79.4
	9	109	9.2	9.3	88.7
	10 Very high quality	132	11.1	11.3	100.0
	Total	1168	98.3	100.0	
Missing	99 DK	20	1.7		
Total		1188	100.0		

G3O ...Snow removal?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	65	5.5	5.8	5.8
	2	49	4.1	4.3	10.1
	3	56	4.7	5.0	15.0
	4	69	5.8	6.1	21.2
	5	127	10.7	11.2	32.4
	6	140	11.8	12.4	44.8
	7	184	15.5	16.3	61.1
	8	222	18.7	19.6	80.7
	9	113	9.5	10.0	90.7
	10 Very high quality	105	8.8	9.3	100.0
	Total	1130	95.1	100.0	
Missing	99 DK	58	4.9		
Total		1188	100.0		

G3P ...drinking water?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	33	2.8	2.9	2.9
	2	37	3.1	3.3	6.2
	3	47	4.0	4.1	10.3
	4	56	4.7	4.9	15.3
	5	149	12.5	13.1	28.4
	6	106	8.9	9.3	37.7
	7	183	15.4	16.1	53.9
	8	239	20.1	21.1	75.0
	9	130	10.9	11.5	86.4
	10 Very high quality	154	13.0	13.6	100.0
	Total	1134	95.5	100.0	
Missing	99 DK	54	4.5		
Total		1188	100.0		

G3Q ...sewers and drainage?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	30	2.5	2.6	2.6
	2	30	2.5	2.6	5.2
	3	58	4.9	5.0	10.2
	4	62	5.2	5.4	15.6
	5	140	11.8	12.1	27.8
	6	131	11.0	11.4	39.1
	7	201	16.9	17.4	56.5
	8	253	21.3	21.9	78.5
	9	125	10.5	10.8	89.3
	10 Very high quality	123	10.4	10.7	100.0
	Total	1153	97.1	100.0	
Missing	99 DK	35	2.9		
Total		1188	100.0		

G4 Using the scale of 1 to 10, how would you rate overall quality of life in City ofColumbus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	4	.3	.3	.3
	2	10	.8	.9	1.2
	3	8	.7	.7	1.9
	4	15	1.3	1.3	3.2
	5	71	6.0	6.1	9.2
	6	87	7.3	7.4	16.6
	7	283	23.8	24.1	40.8
	8	405	34.1	34.5	75.3
	9	167	14.1	14.2	89.5
	10 Very high quality	123	10.4	10.5	100.0
	Total	1173	98.7	100.0	
Missing	88 Refused	1	.1		
	99 DK	14	1.2		
	Total	15	1.3		
Total		1188	100.0		

DPERF1 How would you rate overall quality of life in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	19	1.6	1.6	1.6
	2	19	1.6	1.6	3.2
	3	24	2.0	2.0	5.2
	4	65	5.5	5.5	10.8
	5	110	9.3	9.3	20.1
	6	115	9.7	9.7	29.8
	7	196	16.5	16.6	46.4
	8	278	23.4	23.5	69.9
	9	191	16.1	16.2	86.1
	10 Very high quality	164	13.8	13.9	100.0
	Total	1181	99.4	100.0	
Missing	99 DK	7	.6		
Total		1188	100.0		

G7A What do you think the city could do in order to do a better job? 1st

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11 Get public's input	93	7.8	10.4	10.4
	12 Keep public informed	44	3.7	4.9	15.3
	13 Increase community involvement	19	1.6	2.1	17.4
	20 Improve streets and roads	39	3.3	4.3	21.7
	21 Improve traffic flow, safety	17	1.4	1.9	23.6
	22 Decrease road construction problems	29	2.4	3.2	26.9
	24 Improve Public Transportation	14	1.2	1.6	28.4
	30 Improve individual neighborhoods	27	2.3	3.0	31.4
	31 More street lights	23	1.9	2.6	34.0
	32 More attention to poorer areas	15	1.3	1.7	35.7
	33 Spend effciently, spend less	5	.4	.6	36.2
	34 Increase number of police officers	40	3.4	4.5	40.7
	35 Address Police issues	23	1.9	2.6	43.3
	37 Clean up streets, buildings	67	5.6	7.5	50.7
	38 Reduce crime	28	2.4	3.1	53.8
	41 Improve downtown	14	1.2	1.6	55.4
	42 Easier/free recycling	11	.9	1.2	56.6
	43 Address School issues	27	2.3	3.0	59.6
	45 Add programs for youth	17	1.4	1.9	61.5
	47 Complete projects faster	30	2.5	3.3	64.9
	50 Faster response time to accidents and emergencies	9	.8	1.0	65.9
	55 Better snow removal/plowing	9	.8	1.0	66.9
	60 Add personnel, improve performance	99	8.3	11.0	77.9
	65 Address Homelessnes	15	1.3	1.7	79.6
	67 Add programs for seniors	4	.3	.4	80.0
	77 Create more jobs	4	.3	.4	80.5
	100 Already doing a good job	48	4.0	5.4	85.8
	150 OTHER	127	10.7	14.2	100.0
	Total	897	75.5	100.0	
Missing	777 No comments	163	13.7		
	888 Refused	117	9.8		
	999 DK	11	.9		
	Total	291	24.5		
Total		1188	100.0		

G7B What do you think the city could do in order to do a better job? 2nd

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20 Improve traffic issues	3	.3	9.7	9.7
	30 Improving individual neighborhoods	4	.3	12.9	22.6
	31 More street lights,cleaner streets	2	.2	6.5	29.0
	34 Police issues	3	.3	9.7	38.7
	40 Improving the city	2	.2	6.5	45.2
	41 Improve donwtown	2	.2	6.5	51.6
	46 Ads about the city	1	.1	3.2	54.8
	47 Improve the timeliness of things being completed	1	.1	3.2	58.1
	50 Faster response time to accidents and other emergency issues	1	.1	3.2	61.3
	60 Improvement of city workers,officials	2	.2	6.5	67.7
	90	10	.8	32.3	100.0
	Total	31	2.6	100.0	
Missing	System	1157	97.4		
Total		1188	100.0		

G8A Please give me an example of how you think the city of Columbus is wasting money? 1st

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Construction/development	33	2.8	5.6	5.6
	11 of roads	94	7.9	15.9	21.5
	12 parks	1	.1	.2	21.7
	13 stadium	8	.7	1.4	23.1
	14 shopping centers	16	1.3	2.7	25.8
	15 campus area	7	.6	1.2	26.9
	16 downtown'	17	1.4	2.9	29.8
	17 other buildings	24	2.0	4.1	33.9
	20 City personnel	73	6.1	12.4	46.3
	21 Getting paid too much but inefficient	13	1.1	2.2	48.5
	22 school officials	10	.8	1.7	50.2
	23 police officers	27	2.3	4.6	54.7
	30 construction for handicapped	26	2.2	4.4	59.2
	40 Funds going to larger communities	4	.3	.7	59.8
	41 funds going to suburbs	2	.2	.3	60.2
	50 School system	41	3.5	6.9	67.1
	60 funds going to certain businesses	8	.7	1.4	68.5
	61 big businesses	3	.3	.5	69.0
	62 COTA	3	.3	.5	69.5
	63 electric system	2	.2	.3	69.8
	70 Welfare	6	.5	1.0	70.8
	75 Corruption	2	.2	.3	71.2
	77 Supporting foreigners	4	.3	.7	71.9
	78 Court system	2	.2	.3	72.2
	80 Special events	17	1.4	2.9	75.1
	90 Ads	10	.8	1.7	76.8
	100 Other	79	6.6	13.4	90.2
	110 Wasting money in general	39	3.3	6.6	96.8
	120 Not wasting money	19	1.6	3.2	100.0
	Total	590	49.7	100.0	
Missing	777 No Comments	300	25.3		
	888 Refused	264	22.2		
	999 DK	34	2.9		
	Total	598	50.3		
Total		1188	100.0		

G9 When you contacted the city of Columbus about a problem, how long was it before you were able so speak with someone directly?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 The same day you called	359	30.2	30.5	30.5
	2 Within one or two days of when you called	222	18.7	18.9	49.4
	3 More than a couple of days, but within a week	78	6.6	6.6	56.0
	4 Within a week or two	69	5.8	5.9	61.9
	5 More than two weeks	80	6.7	6.8	68.7
	6 HAVE NOT CONTACTED THE CITY	368	31.0	31.3	100.0
	Total	1176	99.0	100.0	
Missing	9 DK	12	1.0		
Total		1188	100.0		

T5 Would you prefer a one number system or contact city departments directly?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 ONE NUMBER	878	73.9	75.0	75.0
	2 CONTACT DIRECTLY	292	24.6	25.0	100.0
	Total	1170	98.5	100.0	
Missing	8 REFUSED	3	.3		
	9 DK	15	1.3		
	Total	18	1.5		
Total		1188	100.0		

T1@A Do you have access to internet from home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	715	60.2	60.4	60.4
	2 NO	469	39.5	39.6	100.0
	Total	1184	99.7	100.0	
Missing	9 DK	4	.3		
Total		1188	100.0		

T1@B Do you have access to internet from work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	560	47.1	47.5	47.5
	2 NO	619	52.1	52.5	100.0
	Total	1179	99.2	100.0	
Missing	9 DK	9	.8		
Total		1188	100.0		

T1@C Do you have access to internet from a library?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	779	65.6	67.3	67.3
	2 NO	378	31.8	32.7	100.0
	Total	1157	97.4	100.0	
Missing	9 DK	31	2.6		
Total		1188	100.0		

T1@D Do you have access to internet from somewhere else?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Relatives house	92	7.7	36.5	36.5
	2 Friends house	59	5.0	23.4	59.9
	3 School	52	4.4	20.6	80.6
	4 Cell phone	8	.7	3.2	83.7
	5 Laptop	5	.4	2.0	85.7
	6 Other	36	3.0	14.3	100.0
	Total	252	21.2	100.0	
Missing	System	936	78.8		
Total		1188	100.0		

T2 Have you visited the City of Columbus website or website of any of its departments?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	426	35.9	35.9	35.9
	2 NO	760	64.0	64.1	100.0
	Total	1186	99.8	100.0	
Missing	9 DK	2	.2		
Total		1188	100.0		

T3@A When you visited one of the websites did you search for information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	394	33.2	93.1	93.1
	2 NO	29	2.4	6.9	100.0
	Total	423	35.6	100.0	
Missing	9 DK	3	.3		
	System	762	64.1		
	Total	765	64.4		
Total		1188	100.0		

T3@B When you visited one of the websites did you download a form or application?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	120	10.1	28.4	28.4
	2 NO	302	25.4	71.6	100.0
	Total	422	35.5	100.0	
Missing	9 DK	4	.3		
	System	762	64.1		
	Total	766	64.5		
Total		1188	100.0		

T3@C When you visited one of the websites did you register for a program on-line?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	22	1.9	5.2	5.2
	2 NO	402	33.8	94.8	100.0
	Total	424	35.7	100.0	
Missing	9 DK	2	.2		
	System	762	64.1		
	Total	764	64.3		
Total		1188	100.0		

T3@D When you visited one of the websites did you do something else?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	81	6.8	19.6	19.6
	2 NO	332	27.9	80.4	100.0
	Total	413	34.8	100.0	
Missing	9 DK	13	1.1		
	System	762	64.1		
	Total	775	65.2		
Total		1188	100.0		

T4 Compared to other webisites you have used, did you find Columbus City website...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Much harder to use	11	.9	2.7	2.7
	2 Slightly harder to use	28	2.4	6.8	9.5
	3 about average	289	24.3	70.3	79.8
	4 Slightly easier to use	56	4.7	13.6	93.4
	5 Much easier to use	27	2.3	6.6	100.0
	Total	411	34.6	100.0	
Missing	9 DK	15	1.3		
	System	762	64.1		
	Total	777	65.4		
Total		1188	100.0		

UPERF How much do you think installing lighting on all streets makes streets safer for pedestrians and motorists?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not any safer	42	3.5	3.6	3.6
	2 Slightly safer	85	7.2	7.2	10.8
	3 Somewhat safer	289	24.3	24.5	35.3
	4 Much safer	764	64.3	64.7	100.0
	Total	1180	99.3	100.0	
Missing	9 DK	8	.7		
Total		1188	100.0		

U8 Does the street in front of your residence have street lights?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	888	74.7	75.0	75.0
	2 NO	296	24.9	25.0	100.0
	Total	1184	99.7	100.0	
Missing	9 DK	4	.3		
Total		1188	100.0		

U9 Do you want street lights in front of your residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	210	17.7	73.2	73.2
	2 NO	77	6.5	26.8	100.0
	Total	287	24.2	100.0	
Missing	9 DK	9	.8		
	System	892	75.1		
	Total	901	75.8		
Total		1188	100.0		

U10 Would you be willing to pay a fee to have street lights installed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	139	11.7	72.4	72.4
	2 NO	53	4.5	27.6	100.0
	Total	192	16.2	100.0	
Missing	9 DK	18	1.5		
	System	978	82.3		
	Total	996	83.8		
Total		1188	100.0		

U1 Which of the following best describes flooding in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 My neighborhood never floods	635	53.5	53.8	53.8
	2 Neighborhood has flooding during major rainstorms 1-2 a year	402	33.8	34.1	87.9
	3 My neighborhood has problems regularly when it rains	93	7.8	7.9	95.8
	4 My neighborhood floods every time it rains	50	4.2	4.2	100.0
	Total	1180	99.3	100.0	
Missing	9 DK	8	.7		
Total		1188	100.0		

U2 On a scale of 1 to 5, how serious would you say this flooding problem is?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very serious	101	8.5	18.7	18.7
	2	56	4.7	10.4	29.0
	3	121	10.2	22.4	51.4
	4	107	9.0	19.8	71.2
	5 Not very serious	156	13.1	28.8	100.0
	Total	541	45.5	100.0	
Missing	9 DK	4	.3		
	System	643	54.1		
	Total	647	54.5		
Total		1188	100.0		

U3 Did you report this problem to the city?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	135	11.4	24.8	24.8
	2 NO	409	34.4	75.2	100.0
	Total	544	45.8	100.0	
Missing	9 DK	1	.1		
	System	643	54.1		
	Total	644	54.2		
Total		1188	100.0		

U4 Was this problem resolved to your satisfaction?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	75	6.3	57.3	57.3
	2 NO	56	4.7	42.7	100.0
	Total	131	11.0	100.0	
Missing	9 DK	4	.3		
	System	1053	88.6		
	Total	1057	89.0		
Total		1188	100.0		

PR9 When you go to a park, which park do you use most often?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1027	86.4	86.4	86.4
	2 NO COMMENTS	10	.8	.8	87.3
	7 DO NOT GO TO PARKS	140	11.8	11.8	99.1
	9 DK	11	.9	.9	100.0
	Total	1188	100.0	100.0	

PR9A When you go to a park, which park do you use most often? 1st

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-1	160	13.5	13.5	13.5
	15 Antrim Park	38	3.2	3.2	16.7
	22 Barnett Park	2	.2	.2	16.8
	25 Battelle-Darby Creek	10	.8	.8	17.7
	29 Berliner Park	7	.6	.6	18.3
	31 Bicentennial/Galbreath Park	8	.7	.7	18.9
	32 Big Run Park	8	.7	.7	19.6
	33 Big Walnut Park	2	.2	.2	19.8
	34 Blackburn Park & Rec Ctr	1	.1	.1	19.9
	35 Blacklick Woods Park & Golf Courses	72	6.1	6.1	25.9
	36 Blendon Woods	29	2.4	2.4	28.4
	38 Brentnell Park & Rec Ctr	1	.1	.1	28.5
	41 Brookside Woods Park	1	.1	.1	28.5
	43 Carriage Place Park & Rec Ctr	1	.1	.1	28.6
	57 Clinton/Como Park	2	.2	.2	28.8
	60 Cody Park	1	.1	.1	28.9
	79 Dodge Park & Rec Ctr	5	.4	.4	29.3
	82 Driving Park & Rec Ctr	1	.1	.1	29.4
	85 Easthaven Park	1	.1	.1	29.5
	87 Elk Run Park	1	.1	.1	29.5
	89 Fairwood Park	3	.3	.3	29.8
	93 Flint Park	1	.1	.1	29.9
	95 Frank Fetch Memorial Park	2	.2	.2	30.1
	97 Franklin Park	96	8.1	8.1	38.1
	103 Glen Echo Park	1	.1	.1	38.2
	105 Glenwood Park & Rec Ctr	3	.3	.3	38.5
	108 Goodale Park	110	9.3	9.3	47.7
	115 Griggs Reservoir Park	9	.8	.8	48.5
	127 Highbanks	19	1.6	1.6	50.1
	129 Holton Park & Rec. Ctr.	3	.3	.3	50.3
	132 Hoover Reservoir Park	6	.5	.5	50.8
	138 Indian Mound Park & Rec Ctr	1	.1	.1	50.9
	139 Indian Village Day Camp	1	.1	.1	51.0
	140 Innis Park	8	.7	.7	51.7
	141 Inniswood Metro Gardens	1	.1	.1	51.8
	143 Iuka Park	7	.6	.6	52.4
	149 Kenlawn Park	2	.2	.2	52.5
	155 Kwanzaa Playground	1	.1	.1	52.6
	156 Lazelle Woods Park	6	.5	.5	53.1
	159 Lindbergh Park	2	.2	.2	53.3
	160 Linden Park & Rec Ctr	11	.9	.9	54.2
	161 Livingston Park	4	.3	.3	54.5
	170 Maloney Park	4	.3	.3	54.9
	182 McKinley Park	1	.1	.1	55.0
	186 Mock Road Park	3	.3	.3	55.2
	189 Nafzger Park	2	.2	.2	55.4
	191 Nelson Park	10	.8	.8	56.2
	194 Northcrest Park	3	.3	.3	56.5
	198 Northtowne Park	1	.1	.1	56.6
	200	2	.2	.2	56.7
	206 Park of Roses	63	5.3	5.3	62.0
	207 Parkridge Park	1	.1	.1	62.1
	211 Pontiac Village Park	2	.2	.2	62.3
	218 Rhodes Park	6	.5	.5	62.8
	224 Riverside Green Park	2	.2	.2	63.0
	237 Schiller Park & Rec. Ctr	47	4.0	4.0	66.9
	240 Scioto Woods Park	5	.4	.4	67.3
	245 Sharon Woods	67	5.6	5.6	73.0
	247 Slate Run Park	5	.4	.4	73.4
	251 Somerset Park	2	.2	.2	73.6
	258 Stockbridge Park	1	.1	.1	73.7
	266 Thompson Park & Rec Ctr	2	.2	.2	73.8
	267 Three Creeks	2	.2	.2	74.0
	268 Three Rivers Park	1	.1	.1	74.1
	273 Tuttle Park	17	1.4	1.4	75.5
	288 Westgate Park & Rec. Ctr	54	4.5	4.5	80.1
	293 Whetstone Park & Rec. Ctr	48	4.0	4.0	84.1
	303 Wolfe Park	4	.3	.3	84.4
	307 Woodward Park & Rec. Ctr	2	.2	.2	84.6
	310 Alum Creek	5	.4	.4	85.0
	311 Joyce Park	11	.9	.9	85.9
	312 Homestead	9	.8	.8	86.7
	313 Gantz	4	.3	.3	87.0
	314 Darby Park	4	.3	.3	87.4
	400 Don	64	5.4	5.4	92.8
	500	76	6.4	6.4	99.2
	600	4	.3	.3	99.5
	700	6	.5	.5	100.0
	Total	1188	100.0	100.0	

PR9B When you go to a park, which park do you use most often? 2nd

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15 Antrim Park	3	.3	5.7	5.7
	32 Big Run Park	2	.2	3.8	9.4
	35 Blacklick Woods Park & Golf Courses	2	.2	3.8	13.2
	36 Blendon Woods	3	.3	5.7	18.9
	40 Brittany Hills Park & Rec Ctr	1	.1	1.9	20.8
	43 Carriage Place Park & Rec Ctr	1	.1	1.9	22.6
	57 Clinton/Como Park	3	.3	5.7	28.3
	89 Fairwood Park	1	.1	1.9	30.2
	97 Franklin Park	1	.1	1.9	32.1
	105 Glenwood Park & Rec Ctr	1	.1	1.9	34.0
	108 Goodale Park	5	.4	9.4	43.4
	127 Highbanks	2	.2	3.8	47.2
	186 Mock Road Park	1	.1	1.9	49.1
	191 Nelson Park	2	.2	3.8	52.8
	206 Park of Roses	5	.4	9.4	62.3
	234 Sawyer Park	1	.1	1.9	64.2
	237 Schiller Park & Rec. Ctr	1	.1	1.9	66.0
	245 Sharon Woods	3	.3	5.7	71.7
	288 Westgate Park & Rec. Ctr	1	.1	1.9	73.6
	293 Whetstone Park & Rec. Ctr	7	.6	13.2	86.8
	303 Wolfe Park	3	.3	5.7	92.5
	312 Homestead	1	.1	1.9	94.3
	314 Darby Park	2	.2	3.8	98.1
	500	1	.1	1.9	100.0
	Total	53	4.5	100.0	
Missing	System	1135	95.5		
Total		1188	100.0		

PR10 How would you describe the conditions of the Columbus parks that you have been in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor	7	.6	.7	.7
	2 Poor	17	1.4	1.6	2.3
	3 Fair	133	11.2	12.8	15.1
	4 Good	519	43.7	50.0	65.1
	5 Very good	362	30.5	34.9	100.0
	Total	1038	87.4	100.0	
Missing	7 DO NOT GO	7	.6		
	8 REFUSED	1	.1		
	9 DK	2	.2		
	System	140	11.8		
	Total	150	12.6		
Total		1188	100.0		

PR11@A Have you participated in Arts and Crafts in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	120	10.1	10.2	10.2
	2 NO	1059	89.1	89.8	100.0
	Total	1179	99.2	100.0	
Missing	9 DK	9	.8		
Total		1188	100.0		

PR11@B Have you participated in Youth sports in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	199	16.8	16.9	16.9
	2 NO	979	82.4	83.1	100.0
	Total	1178	99.2	100.0	
Missing	9 DK	10	.8		
Total		1188	100.0		

PR11@C Have you participated in Adult Sports in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	127	10.7	10.8	10.8
	2 NO	1050	88.4	89.2	100.0
	Total	1177	99.1	100.0	
Missing	9 DK	11	.9		
Total		1188	100.0		

PR11@D Have you participated in Aquatics or swimming in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	190	16.0	16.1	16.1
	2 NO	989	83.2	83.9	100.0
	Total	1179	99.2	100.0	
Missing	9 DK	9	.8		
Total		1188	100.0		

PR11@E Have you participated in Outdoor Education in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	130	10.9	11.0	11.0
	2 NO	1049	88.3	89.0	100.0
	Total	1179	99.2	100.0	
Missing	9 DK	9	.8		
Total		1188	100.0		

PR11@F Have you participated in Senior Adult Programs in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	72	6.1	6.1	6.1
	2 NO	1105	93.0	93.9	100.0
	Total	1177	99.1	100.0	
Missing	9 DK	11	.9		
Total		1188	100.0		

PR11@G Have you participated in any other program in the last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	116	9.8	9.8	9.8
	2 NO	1064	89.6	90.2	100.0
	Total	1180	99.3	100.0	
Missing	9 DK	8	.7		
Total		1188	100.0		

PR12@A On a scale of 1 to 10 how would you rate the quality of Arts and Crafts?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	2	.2	1.7	1.7
	2	1	.1	.8	2.5
	3	1	.1	.8	3.4
	4	2	.2	1.7	5.1
	5	12	1.0	10.2	15.3
	6	6	.5	5.1	20.3
	7	14	1.2	11.9	32.2
	8	38	3.2	32.2	64.4
	9	16	1.3	13.6	78.0
	10 Very high quality	26	2.2	22.0	100.0
	Total	118	9.9	100.0	
Missing	99 DK	2	.2		
	System	1068	89.9		
	Total	1070	90.1		
Total		1188	100.0		

PR12@B On a scale of 1 to 10 how would you rate the quality of Youth sports?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	4	.3	2.1	2.1
	2	1	.1	.5	2.6
	4	5	.4	2.6	5.2
	5	15	1.3	7.8	13.0
	6	15	1.3	7.8	20.7
	7	26	2.2	13.5	34.2
	8	42	3.5	21.8	56.0
	9	36	3.0	18.7	74.6
	10 Very high quality	49	4.1	25.4	100.0
	Total	193	16.2	100.0	
Missing	99 DK	6	.5		
	System	989	83.2		
	Total	995	83.8		
Total		1188	100.0		

PR12@C On a scale of 1 to 10 how would you rate the quality of Adult Sports?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	2	.2	1.7	1.7
	2	2	.2	1.7	3.4
	3	1	.1	.8	4.2
	4	2	.2	1.7	5.9
	5	10	.8	8.4	14.3
	6	7	.6	5.9	20.2
	7	26	2.2	21.8	42.0
	8	38	3.2	31.9	73.9
	9	17	1.4	14.3	88.2
	10 Very high quality	14	1.2	11.8	100.0
	Total	119	10.0	100.0	
Missing	99 DK	8	.7		
	System	1061	89.3		
	Total	1069	90.0		
Total		1188	100.0		

PR12@D On a scale of 1 to 10 how would you rate the quality of Aquatics or swimming?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	2	.2	1.1	1.1
	2	1	.1	.5	1.6
	3	3	.3	1.6	3.3
	4	2	.2	1.1	4.3
	5	19	1.6	10.3	14.7
	6	16	1.3	8.7	23.4
	7	31	2.6	16.8	40.2
	8	49	4.1	26.6	66.8
	9	19	1.6	10.3	77.2
	10 Very high quality	42	3.5	22.8	100.0
	Total	184	15.5	100.0	
Missing	99 DK	6	.5		
	System	998	84.0		
	Total	1004	84.5		
Total		1188	100.0		

PR12@E On a scale of 1 to 10 how would you rate the quality of Outdoor Education?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	1	.1	.8	.8
	2	1	.1	.8	1.6
	3	1	.1	.8	2.4
	4	2	.2	1.6	4.0
	5	5	.4	4.0	8.0
	6	11	.9	8.8	16.8
	7	12	1.0	9.6	26.4
	8	39	3.3	31.2	57.6
	9	23	1.9	18.4	76.0
	10 Very high quality	30	2.5	24.0	100.0
	Total	125	10.5	100.0	
Missing	99 DK	5	.4		
	System	1058	89.1		
	Total	1063	89.5		
Total		1188	100.0		

PR12@F On a scale of 1 to 10 how would you rate the quality of Senior Adult Programs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	1	.1	1.5	1.5
	4	1	.1	1.5	3.0
	5	3	.3	4.5	7.5
	6	2	.2	3.0	10.4
	7	5	.4	7.5	17.9
	8	16	1.3	23.9	41.8
	9	13	1.1	19.4	61.2
	10 Very high quality	26	2.2	38.8	100.0
	Total	67	5.6	100.0	
Missing	99 DK	5	.4		
	System	1116	93.9		
	Total	1121	94.4		
Total		1188	100.0		

PR12@G On a scale of 1 to 10 how would you rate the quality of any other program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	1	.1	.9	.9
	3	1	.1	.9	1.8
	5	5	.4	4.5	6.4
	6	3	.3	2.7	9.1
	7	26	2.2	23.6	32.7
	8	34	2.9	30.9	63.6
	9	21	1.8	19.1	82.7
	10 Very high quality	19	1.6	17.3	100.0
	Total	110	9.3	100.0	
Missing	99 DK	6	.5		
	System	1072	90.2		
	Total	1078	90.7		
Total		1188	100.0		

PR13 Would you support or oppose to a small property tax increase that would be used for higher maintenanace of Columbus parks?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 SUPPORT	617	51.9	53.5	53.5
	2 OPPOSE	465	39.1	40.3	93.8
	7 DEPENDS (VOL)	71	6.0	6.2	100.0
	Total	1153	97.1	100.0	
Missing	8 REFUSED	1	.1		
	9 DK	34	2.9		
	Total	35	2.9		
Total		1188	100.0		

H1ALT Which of the following is the most important health issue facing Columbus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Obesity	351	29.5	30.8	30.8
	2 Access to Health Care	282	23.7	24.7	55.5
	3 Infectious Diseases such as tuberculosis and West Nile virus	84	7.1	7.4	62.8
	4 Bioterrorism	33	2.8	2.9	65.7
	5 Childrens Health	180	15.2	15.8	81.5
	6 Exposure to Second-Hand Smoke	128	10.8	11.2	92.7
	7 Something else	83	7.0	7.3	100.0
	Total	1141	96.0	100.0	
Missing	8 REFUSED (VOL)	1	.1		
	9 DK (VOL)	46	3.9		
	Total	47	4.0		
Total		1188	100.0		

HPERF How would you rate Columbus Health Department on the job they are doing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Poor	33	2.8	3.2	3.2
	2 Fair	264	22.2	25.2	28.4
	3 Good	627	52.8	59.9	88.3
	4 Excellent	123	10.4	11.7	100.0
	Total	1047	88.1	100.0	
Missing	8 REFUSED	1	.1		
	9 DK	140	11.8		
	Total	141	11.9		
Total		1188	100.0		

H2 About how many miles from your home is the place you go for your primary health care?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.0	9	.8	.8	.8
	.1	7	.6	.6	1.4
	.2	4	.3	.3	1.7
	.5	28	2.4	2.4	4.1
	1.0	138	11.6	11.7	15.8
	1.1	1	.1	.1	15.9
	1.5	21	1.8	1.8	17.7
	2.0	149	12.5	12.7	30.4
	2.5	7	.6	.6	31.0
	3.0	109	9.2	9.3	40.3
	3.5	3	.3	.3	40.5
	4.0	73	6.1	6.2	46.7
	4.5	5	.4	.4	47.1
	5.0	177	14.9	15.1	62.2
	5.5	1	.1	.1	62.3
	6.0	35	2.9	3.0	65.3
	7.0	44	3.7	3.7	69.0
	7.5	1	.1	.1	69.1
	8.0	41	3.5	3.5	72.6
	9.0	8	.7	.7	73.3
	9.5	1	.1	.1	73.4
	10.0	137	11.5	11.7	85.0
	11.0	1	.1	.1	85.1
	12.0	11	.9	.9	86.0
	13.0	3	.3	.3	86.3
	14.0	3	.3	.3	86.6
	15.0	50	4.2	4.3	90.8
	17.0	2	.2	.2	91.0
	18.0	3	.3	.3	91.2
	20.0	33	2.8	2.8	94.0
	22.0	2	.2	.2	94.2
	25.0	7	.6	.6	94.8
	30.0	7	.6	.6	95.4
	35.0	1	.1	.1	95.5
	40.0	1	.1	.1	95.6
	45.0	1	.1	.1	95.7
	50.0	2	.2	.2	95.8
	55.0	1	.1	.1	95.9
	60.0	3	.3	.3	96.2
	70.0	1	.1	.1	96.3
	77.0	1	.1	.1	96.3
	85.0	1	.1	.1	96.4
	100.0	6	.5	.5	96.9
	777.0 DO NOT NEED, DO NOT GO ANYWHERE	36	3.0	3.1	100.0
	Total	1175	98.9	100.0	

E1 Have you heard of Cap City Kids program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	324	27.3	27.5	27.5
	2 NO	853	71.8	72.5	100.0
	Total	1177	99.1	100.0	
Missing	9 DK	11	.9		
Total		1188	100.0		

E2 Which of the following activities do you think the city should do to help its children receive a good education?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Coordinate with the 16 school districts in Columbus	339	28.5	30.2	30.2
	2 Set standards for after school programs offered by schools	145	12.2	12.9	43.1
	3 Provide after school programs for children	555	46.7	49.4	92.5
	4 Should the City of Columbus have no role in the education	84	7.1	7.5	100.0
	Total	1123	94.5	100.0	
Missing	8 REFUSED	5	.4		
	9 DK	60	5.1		
	Total	65	5.5		
Total		1188	100.0		

DEM1A Do you live in a ...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Single-family home	717	60.4	60.4	60.4
	2 Duplex	91	7.7	7.7	68.0
	3 Condominium	59	5.0	5.0	73.0
	4 Apartment	314	26.4	26.4	99.4
	5 Mobile home	7	.6	.6	100.0
	Total	1188	100.0	100.0	

DEM2A Do you own or rent your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 OWN	644	54.2	54.3	54.3
	2 RENT	534	44.9	45.0	99.2
	3 OTHER (SPECIFY)	9	.8	.8	100.0
	Total	1187	99.9	100.0	
Missing	8 REFUSED	1	.1		
Total		1188	100.0		

D1 Do you plan to purchase a home in the next 2 to 3 years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	235	19.8	45.1	45.1
	2 NO	286	24.1	54.9	100.0
	Total	521	43.9	100.0	
Missing	9 DK	13	1.1		
	System	654	55.1		
	Total	667	56.1		
Total		1188	100.0		

D2 How likely are you to buy a home that is outside the city of Columbus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very likely	78	6.6	33.3	33.3
	2 somewhat likely	66	5.6	28.2	61.5
	3 somewhat unlikely	31	2.6	13.2	74.8
	4 very unlikely	59	5.0	25.2	100.0
	Total	234	19.7	100.0	
Missing	9 DK	1	.1		
	System	953	80.2		
	Total	954	80.3		
Total		1188	100.0		

D3 How interested are you in owning a home some day?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 very interested	166	14.0	55.9	55.9
	2 somewhat interested	48	4.0	16.2	72.1
	3 only slightly interested	22	1.9	7.4	79.5
	4 not at all interested	61	5.1	20.5	100.0
	Total	297	25.0	100.0	
Missing	8 REFUSED	1	.1		
	9 DK	1	.1		
	System	889	74.8		
	Total	891	75.0		
Total		1188	100.0		

D4A What is the biggest obstacle for you to be able to buy a home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Financial issues	166	14.0	79.8	79.8
	20 Time related issues	13	1.1	6.3	86.1
	30 Job related issues	7	.6	3.4	89.4
	40 Hesitation about making a commitment	13	1.1	6.3	95.7
	50 Health related issues	1	.1	.5	96.2
	60 Other	8	.7	3.8	100.0
	Total	208	17.5	100.0	
Missing	80 Refused	1	.1		
	90 DK	5	.4		
	System	974	82.0		
	Total	980	82.5		
Total		1188	100.0		

D5 Are you aware of Housing Trust Fund or residential tax incentive programs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	280	23.6	23.8	23.8
	2 ONLY AWARE OF ONE PROGRAM (VOLUNTEERED)	67	5.6	5.7	29.5
	3 NO, NOT AWARE	829	69.8	70.5	100.0
	Total	1176	99.0	100.0	
Missing	9 DK	2	.2		
	System	10	.8		
	Total	12	1.0		
Total		1188	100.0		

D6 Do you support or oppose these programs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 SUPPORT	300	25.3	90.1	90.1
	2 SUPPORT ONE, NOT BOTH (VOLUNTEERED)	9	.8	2.7	92.8
	3 OPPOSE	24	2.0	7.2	100.0
	Total	333	28.0	100.0	
Missing	9 DK	16	1.3		
	System	839	70.6		
	Total	855	72.0		
Total		1188	100.0		

D7 Have you heard of city effort called Neighborhood Pride?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	428	36.0	36.4	36.4
	2 NO	747	62.9	63.6	100.0
	Total	1175	98.9	100.0	
Missing	9 DK	13	1.1		
Total		1188	100.0		

D8A What specifically do you know about the program? 1st

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Improving neighborhood	42	3.5	13.7	13.7
	11 Cleaning	71	6.0	23.1	36.8
	12 Crime watch	10	.8	3.3	40.1
	13 Regenerating Pride	4	.3	1.3	41.4
	14 Getting people involved	10	.8	3.3	44.6
	15 Taking better care of property	10	.8	3.3	47.9
	16 Improving quality of life	4	.3	1.3	49.2
	17 Fixing buildings	14	1.2	4.6	53.7
	18 Revitalizing neighborhood	2	.2	.7	54.4
	20 Just heard of it	103	8.7	33.6	87.9
	30 General positive comments	9	.8	2.9	90.9
	40 general negative comments	4	.3	1.3	92.2
	50 Other	24	2.0	7.8	100.0
	Total	307	25.8	100.0	
Missing	80 Refused	1	.1		
	90 DK	98	8.2		
	System	782	65.8		
	Total	881	74.2		
Total		1188	100.0		

D8B What specifically do you know about the program? 2nd

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Improving neighborhood	1	.1	3.8	3.8
	11 Cleaning	3	.3	11.5	15.4
	12 Crime watch	10	.8	38.5	53.8
	13 Regenerating Pride	4	.3	15.4	69.2
	14 Getting people involved	1	.1	3.8	73.1
	15 Taking better care of property	3	.3	11.5	84.6
	17 Fixing buildings	2	.2	7.7	92.3
	18 Revitalizing neighborhood	1	.1	3.8	96.2
	50 Other	1	.1	3.8	100.0
	Total	26	2.2	100.0	
Missing	System	1162	97.8		
Total		1188	100.0		

D9@A If a pride center were located in your neighborhood, what services would you want in it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Organize clean-ups	261	22.0	55.8	55.8
	2 Apply for, obtain building permits	26	2.2	5.6	61.3
	3 To ask questions about code enforcement	30	2.5	6.4	67.7
	4 General complaints or questions about city services	52	4.4	11.1	78.8
	5 Interacting with Police and Fire officials	47	4.0	10.0	88.9
	96 OTHER (specify)	10	.8	2.1	91.0
	97 None, Not needed	23	1.9	4.9	95.9
	98 DK, REFUSED	13	1.1	2.8	98.7
	99 FINISHED	6	.5	1.3	100.0
	Total	468	39.4	100.0	
Missing	System	720	60.6		
Total		1188	100.0		

D9@B If a pride center were located in your neighborhood, what services would you want in it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Organize clean-ups	22	1.9	5.2	5.2
	2 Apply for, obtain building permits	164	13.8	38.5	43.7
	3 To ask questions about code enforcement	54	4.5	12.7	56.3
	4 General complaints or questions about city services	40	3.4	9.4	65.7
	5 Interacting with Police and Fire officials	36	3.0	8.5	74.2
	96 OTHER (specify)	6	.5	1.4	75.6
	99 FINISHED	104	8.8	24.4	100.0
	Total	426	35.9	100.0	
Missing	System	762	64.1		
Total		1188	100.0		

D9@C If a pride center were located in your neighborhood, what services would you want in it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Organize clean-ups	15	1.3	4.7	4.7
	2 Apply for, obtain building permits	4	.3	1.2	5.9
	3 To ask questions about code enforcement	155	13.0	48.1	54.0
	4 General complaints or questions about city services	50	4.2	15.5	69.6
	5 Interacting with Police and Fire officials	30	2.5	9.3	78.9
	96 OTHER (specify)	3	.3	.9	79.8
	99 FINISHED	65	5.5	20.2	100.0
	Total	322	27.1	100.0	
Missing	System	866	72.9		
Total		1188	100.0		

D9@D If a pride center were located in your neighborhood, what services would you want in it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Organize clean-ups	8	.7	3.1	3.1
	2 Apply for, obtain building permits	2	.2	.8	3.9
	3 To ask questions about code enforcement	3	.3	1.2	5.1
	4 General complaints or questions about city services	145	12.2	56.4	61.5
	5 Interacting with Police and Fire officials	41	3.5	16.0	77.4
	96 OTHER (specify)	2	.2	.8	78.2
	99 FINISHED	56	4.7	21.8	100.0
	Total	257	21.6	100.0	
Missing	System	931	78.4		
Total		1188	100.0		

D9@E If a pride center were located in your neighborhood, what services would you want in it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Organize clean-ups	10	.8	5.0	5.0
	2 Apply for, obtain building permits	1	.1	.5	5.5
	4 General complaints or questions about city services	2	.2	1.0	6.5
	5 Interacting with Police and Fire officials	135	11.4	67.2	73.6
	96 OTHER (specify)	1	.1	.5	74.1
	99 FINISHED	52	4.4	25.9	100.0
	Total	201	16.9	100.0	
Missing	System	987	83.1		
Total		1188	100.0		

D9@F If a pride center were located in your neighborhood, what services would you want in it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 Interacting with Police and Fire officials	1	.1	.7	.7
	96 OTHER (specify)	14	1.2	9.4	10.1
	99 FINISHED	134	11.3	89.9	100.0
	Total	149	12.5	100.0	
Missing	System	1039	87.5		
Total		1188	100.0		

DPERF2A How would you rate the overall apperance of the commercial buildings in your neighborhoods?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Poor	129	10.9	11.5	11.5
	2 Fair	373	31.4	33.1	44.6
	3 Good	457	38.5	40.6	85.2
	4 Excellent	167	14.1	14.8	100.0
	Total	1126	94.8	100.0	
Missing	8 REFUSED	6	.5		
	9 DK	56	4.7		
	Total	62	5.2		
Total		1188	100.0		

DPERF2B How would you rate the overall apperance of the residential buildings in your neighborhoods?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Poor	96	8.1	8.1	8.1
	2 Fair	335	28.2	28.3	36.4
	3 Good	542	45.6	45.8	82.2
	4 Excellent	210	17.7	17.8	100.0
	Total	1183	99.6	100.0	
Missing	8 REFUSED	1	.1		
	9 DK	4	.3		
	Total	5	.4		
Total		1188	100.0		

D10@A Have you had any problems in your neighborhood with Abandoned cars?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	244	20.5	20.7	20.7
	2 NO	936	78.8	79.3	100.0
	Total	1180	99.3	100.0	
Missing	9 DK	8	.7		
Total		1188	100.0		

D10@B Have you had any problems in your neighborhood with Speeding?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	681	57.3	57.5	57.5
	2 NO	504	42.4	42.5	100.0
	Total	1185	99.7	100.0	
Missing	9 DK	3	.3		
Total		1188	100.0		

D10@C Have you had any problems in your neighborhood with Run-down buildings?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	342	28.8	28.8	28.8
	2 NO	844	71.0	71.2	100.0
	Total	1186	99.8	100.0	
Missing	9 DK	2	.2		
Total		1188	100.0		

D10@D Have you had any problems in your neighborhood with Vacant housing and commercial buildings ?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	353	29.7	29.8	29.8
	2 NO	832	70.0	70.2	100.0
	Total	1185	99.7	100.0	
Missing	9 DK	3	.3		
Total		1188	100.0		

D10@E Have you had any problems in your neighborhood with Overgrown weeds?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	466	39.2	39.3	39.3
	2 NO	721	60.7	60.7	100.0
	Total	1187	99.9	100.0	
Missing	9 DK	1	.1		
Total		1188	100.0		

D10@F Have you had any problems in your neighborhood with Spilled trash or garbage?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	405	34.1	34.1	34.1
	2 NO	782	65.8	65.9	100.0
	Total	1187	99.9	100.0	
Missing	9 DK	1	.1		
Total		1188	100.0		

D10@G Have you had any problems in your neighborhood with Graffiti?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	280	23.6	23.6	23.6
	2 NO	906	76.3	76.4	100.0
	Total	1186	99.8	100.0	
Missing	9 DK	2	.2		
Total		1188	100.0		

D12 Did you report any of these problems to the City of Columbus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES, ALL PROBLEMS WERE REPORTED	138	11.6	14.9	14.9
	2 YES, SOME PROBLEMS WERE REPORTED	117	9.8	12.6	27.4
	3 NO	674	56.7	72.6	100.0
	Total	929	78.2	100.0	
Missing	System	259	21.8		
Total		1188	100.0		

D13 Were these problems handled satisfactorily by the city of columbus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes, all problems were handled satisfactorily	101	8.5	39.9	39.9
	2 Yes, some problems were handled satisfactorily	53	4.5	20.9	60.9
	3 No, the problems were not handled satisfactorily	86	7.2	34.0	94.9
	4 I was not informed about how the problem was handled	13	1.1	5.1	100.0
	Total	253	21.3	100.0	
Missing	9 DK	2	.2		
	System	933	78.5		
	Total	935	78.7		
Total		1188	100.0		

D11 Which of the following problems is the most serious for your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Abandoned cars	35	2.9	4.0	4.0
	2 Speeding	400	33.7	45.8	49.8
	3 Run-down buildings	73	6.1	8.4	58.2
	4 Vacant housing and commercial buildings	101	8.5	11.6	69.8
	5 Overgrown weeds	100	8.4	11.5	81.2
	6 Spilled trash or garbage	129	10.9	14.8	96.0
	7 Graffiti	35	2.9	4.0	100.0
	Total	873	73.5	100.0	
Missing	8 NONE	43	3.6		
	9 REFUSED, DK	13	1.1		
	System	259	21.8		
	Total	315	26.5		
Total		1188	100.0		

D14 Are you aware of the program Liasons meeting with citizens?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	180	15.2	15.2	15.2
	2 NO	1003	84.4	84.8	100.0
	Total	1183	99.6	100.0	
Missing	9 DK	5	.4		
Total		1188	100.0		

D15 Would you contact a Neighborhood Liaison with a problem or issue if you knew how to reach them?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	1020	85.9	87.9	87.9
	2 NO	141	11.9	12.1	100.0
	Total	1161	97.7	100.0	
Missing	9 DK	27	2.3		
Total		1188	100.0		

D16A Why wouldn'y you contact a Neighborhood Liaison with a problem or issue?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Go to the city department myself	32	2.7	30.2	30.2
	21 Mayors action center is more efficient	1	.1	.9	31.1
	22 Other associations take care of everything	12	1.0	11.3	42.5
	30 Dont trust someone else to do it	23	1.9	21.7	64.2
	40 Prefer to call the police	3	.3	2.8	67.0
	50 Landlords problem	6	.5	5.7	72.6
	60 Dont care	17	1.4	16.0	88.7
	100 Never had issues	2	.2	1.9	90.6
	110 Other	10	.8	9.4	100.0
	Total	106	8.9	100.0	
Missing	777 No Comments	20	1.7		
	888 Refused	6	.5		
	999 DK	9	.8		
	System	1047	88.1		
	Total	1082	91.1		
Total		1188	100.0		

D17 How effective is your community or civic organization in keeping you informed about neighborhood issues?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not effective at all	458	38.6	41.0	41.0
	2 Moderately effective	472	39.7	42.3	83.3
	3 Very effective	186	15.7	16.7	100.0
	Total	1116	93.9	100.0	
Missing	8 REFUSED	1	.1		
	9 DK	71	6.0		
	Total	72	6.1		
Total		1188	100.0		

D18 How important do you think the development of downtown development is for the future of Columbus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	604	50.8	51.5	51.5
	2 Somewhat important	345	29.0	29.4	81.0
	3 Only a little important	131	11.0	11.2	92.2
	4 Not at all important	92	7.7	7.8	100.0
	Total	1172	98.7	100.0	
Missing	9 DK	16	1.3		
Total		1188	100.0		

D19A What do you think is the most important problem to deal with in developing downtown Columbus? 1st

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Bringing more life to the area	123	10.4	13.3	13.3
	11 Lack of business	56	4.7	6.0	19.3
	12 Lack of stores	33	2.8	3.6	22.8
	13 Lack of night life	21	1.8	2.3	25.1
	14 Lack of entertainment	29	2.4	3.1	28.2
	15 lack of jobs	4	.3	.4	28.7
	16 City center issue	4	.3	.4	29.1
	17 Lack of people living there	17	1.4	1.8	30.9
	20 Lack of space	42	3.5	4.5	35.5
	21 Parking	86	7.2	9.3	44.7
	22 Housing	104	8.8	11.2	55.9
	30 Traffic and transportation	15	1.3	1.6	57.5
	31 Traffic	83	7.0	8.9	66.5
	32 Transportation	20	1.7	2.2	68.6
	40 Cleanliness	26	2.2	2.8	71.4
	41 Streets	2	.2	.2	71.7
	42 Graffiti	1	.1	.1	71.8
	43 Run down buildings	73	6.1	7.9	79.6
	50 Safety	41	3.5	4.4	84.1
	60 Construction	13	1.1	1.4	85.5
	70 Homelessness	33	2.8	3.6	89.0
	80 lack of funds	46	3.9	5.0	94.0
	90 Overdevelopment	5	.4	.5	94.5
	100 Overpopulation	3	.3	.3	94.8
	110 General negative comments	22	1.9	2.4	97.2
	120 No problem	7	.6	.8	98.0
	130 Schools/educational programs	3	.3	.3	98.3
	140 Other	16	1.3	1.7	100.0
	Total	928	78.1	100.0	
Missing	777 No Comments	61	5.1		
	888 Refused	1	.1		
	999 DK	90	7.6		
	System	108	9.1		
	Total	260	21.9		
Total		1188	100.0		

D19B What do you think is the most important problem to deal with in developing downtown Columbus? 2nd

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Bringing more life to the area	6	.5	4.5	4.5
	11 Lack of business	5	.4	3.7	8.2
	12 Lack of stores	9	.8	6.7	14.9
	13 Lack of night life	8	.7	6.0	20.9
	14 Lack of entertainment	14	1.2	10.4	31.3
	15 lack of jobs	1	.1	.7	32.1
	16 City center issue	1	.1	.7	32.8
	17 Lack of people living there	5	.4	3.7	36.6
	20 Lack of space	2	.2	1.5	38.1
	21 Parking	18	1.5	13.4	51.5
	22 Housing	10	.8	7.5	59.0
	30 Traffic and transportation	1	.1	.7	59.7
	31 Traffic	15	1.3	11.2	70.9
	32 Transportation	5	.4	3.7	74.6
	40 Cleanliness	4	.3	3.0	77.6
	41 Streets	1	.1	.7	78.4
	43 Run down buildings	11	.9	8.2	86.6
	50 Safety	12	1.0	9.0	95.5
	60 Construction	1	.1	.7	96.3
	70 Homelessness	5	.4	3.7	100.0
	Total	134	11.3	100.0	
Missing	System	1054	88.7		
Total		1188	100.0		

**D20 In the past 12 months, how mant times have you visited
downtown columbus for entertainment and recreation?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	274	23.1	23.1	23.1
	1	84	7.1	7.1	30.1
	2	110	9.3	9.3	39.4
	3	83	7.0	7.0	46.4
	4	70	5.9	5.9	52.3
	5	71	6.0	6.0	58.2
	6	57	4.8	4.8	63.0
	7	20	1.7	1.7	64.7
	8	14	1.2	1.2	65.9
	9	5	.4	.4	66.3
	10	54	4.5	4.5	70.9
	11	3	.3	.3	71.1
	12	61	5.1	5.1	76.3
	13	3	.3	.3	76.5
	14	3	.3	.3	76.8
	15	25	2.1	2.1	78.9
	16	1	.1	.1	79.0
	18	1	.1	.1	79.0
	20	50	4.2	4.2	83.2
	24	22	1.9	1.9	85.1
	25	19	1.6	1.6	86.7
	30	26	2.2	2.2	88.9
	34	1	.1	.1	89.0
	35	7	.6	.6	89.6
	36	2	.2	.2	89.7
	40	9	.8	.8	90.5
	45	1	.1	.1	90.6
	48	2	.2	.2	90.7
	49	1	.1	.1	90.8
	50	104	8.8	8.8	99.6
	99 DK	5	.4	.4	100.0
	Total	1188	100.0	100.0	

CRC1 Have you or has anyone in your household experienced discrimination in housing, employment,...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	161	13.6	13.6	13.6
	2 NO	1020	85.9	86.4	100.0
	Total	1181	99.4	100.0	
Missing	8 REFUSED	1	.1		
	9 DK	6	.5		
	Total	7	.6		
Total		1188	100.0		

CRC2 Did you report this discrimination to the city?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	32	2.7	20.3	20.3
	2 NO	126	10.6	79.7	100.0
	Total	158	13.3	100.0	
Missing	9 DK	3	.3		
	System	1027	86.4		
	Total	1030	86.7		
Total		1188	100.0		

SAFE1A What is your main safety concern as a resident of Columbus? 1st

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Crime (general)	141	11.9	14.4	14.4
	2 Crime (violent)	70	5.9	7.1	21.5
	3 Crime (theft and property damage)	215	18.1	21.9	43.4
	4 Drugs, Gangs, and Guns	89	7.5	9.1	52.4
	5 Auto-related	160	13.5	16.3	68.7
	6 Community Conditions	87	7.3	8.9	77.6
	7 Lack of police/slow response time	73	6.1	7.4	85.0
	8 Child Safety	72	6.1	7.3	92.4
	9 Other	75	6.3	7.6	100.0
	Total	982	82.7	100.0	
Missing	60	123	10.4		
	70	33	2.8		
	90	50	4.2		
	Total	206	17.3		
Total		1188	100.0		

SAFE1B What is your main safety concern as a resident of Columbus? 2nd

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Crime (violent)	2	.2	4.5	4.5
	3 Crime (theft and property damage)	8	.7	18.2	22.7
	4 Drugs, Gangs, and Guns	10	.8	22.7	45.5
	5 Auto-related	5	.4	11.4	56.8
	6 Community Conditions	5	.4	11.4	68.2
	7 Lack of police/slow response time	3	.3	6.8	75.0
	8 Child Safety	11	.9	25.0	100.0
	Total	44	3.7	100.0	
Missing	System	1144	96.3		
Total		1188	100.0		

SAFE2 How much do you think individual citizens have to work with the Police to prevent crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 None	15	1.3	1.3	1.3
	2 Only a little	60	5.1	5.1	6.4
	3 Some	346	29.1	29.5	35.9
	4 A great deal	751	63.2	64.1	100.0
	Total	1172	98.7	100.0	
Missing	8 REFUSED	1	.1		
	9 DK	15	1.3		
	Total	16	1.3		
Total		1188	100.0		

SAFE3 On a scale of 1 to 5, how safe do you feel walking alone in your neighborhood during the day?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY UNSAFE	39	3.3	3.3	3.3
	2	30	2.5	2.5	5.8
	3	106	8.9	8.9	14.7
	4	190	16.0	16.0	30.7
	5 VERY SAFE	822	69.2	69.2	99.9
	7 DO NOT GO OUT (VOL)	1	.1	.1	100.0
	Total	1188	100.0	100.0	

SAFE4 On a scale of 1 to 5, how safe do you feel walking alone in downtown Columbus during the day?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY UNSAFE	54	4.5	4.6	4.6
	2	53	4.5	4.5	9.0
	3	177	14.9	15.0	24.0
	4	290	24.4	24.5	48.5
	5 VERY SAFE	582	49.0	49.2	97.7
	7 DO NOT GO DOWNTOWN (VOL)	27	2.3	2.3	100.0
	Total	1183	99.6	100.0	
Missing	9 DK (VOL)	5	.4		
Total		1188	100.0		

SAFE5 On a scale of 1 to 5, how safe do you feel walking alone in your neighborhood after dark?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY UNSAFE	241	20.3	20.3	20.3
	2	166	14.0	14.0	34.3
	3	247	20.8	20.8	55.1
	4	236	19.9	19.9	75.0
	5 VERY SAFE	277	23.3	23.4	98.4
	7 DO NOT GO OUT (VOL)	19	1.6	1.6	100.0
	Total	1186	99.8	100.0	
Missing	9 DK (VOL)	2	.2		
Total		1188	100.0		

SAFE6 On a scale of 1 to 5, how safe do you feel walking alone in downtown Columbus after dark?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY UNSAFE	361	30.4	30.6	30.6
	2	246	20.7	20.8	51.4
	3	287	24.2	24.3	75.8
	4	147	12.4	12.5	88.2
	5 VERY SAFE	100	8.4	8.5	96.7
	7 DO NOT GO DOWNTOWN (VOL)	39	3.3	3.3	100.0
	Total	1180	99.3	100.0	
Missing	9 DK (VOL)	8	.7		
Total		1188	100.0		

SAFE7 In the past 12 months, have you or has anyone in your household been a victim of a crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	270	22.7	22.7	22.7
	2 NO	918	77.3	77.3	100.0
	Total	1188	100.0	100.0	

SAFE8 Did you report these to the Columbus Division of Police?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	228	19.2	85.7	85.7
	2 NO	38	3.2	14.3	100.0
	Total	266	22.4	100.0	
Missing	9 DK	4	.3		
	System	918	77.3		
	Total	922	77.6		
Total		1188	100.0		

SAFE9 On a scale of 1 to 5, how satisfied are you with the timeliness of Police in responding to your request?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT SATISFIED	33	2.8	15.2	15.2
	2	21	1.8	9.7	24.9
	3	42	3.5	19.4	44.2
	4	42	3.5	19.4	63.6
	5 VERY SATISFIED	79	6.6	36.4	100.0
	Total	217	18.3	100.0	
Missing	9 DK	11	.9		
	System	960	80.8		
	Total	971	81.7		
Total		1188	100.0		

SAFE10 On a scale of 1 to 5, how satisfied are you with the courtesy of Police in responding to your request?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT SATISFIED	24	2.0	10.8	10.8
	2	12	1.0	5.4	16.1
	3	27	2.3	12.1	28.3
	4	54	4.5	24.2	52.5
	5 VERY SATISFIED	106	8.9	47.5	100.0
	Total	223	18.8	100.0	
Missing	9 DK	5	.4		
	System	960	80.8		
	Total	965	81.2		
Total		1188	100.0		

SAFE11 In the past 12 months have you or has anyone in your household requested any medical assistance from paramedics?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	206	17.3	17.3	17.3
	2 NO	982	82.7	82.7	100.0
	Total	1188	100.0	100.0	

SAFE12 On a scale of 1 to 5, how satisfied are you with the timeliness of Division of Fire in responding to your request?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT SATISFIED	3	.3	1.5	1.5
	2	1	.1	.5	2.0
	3	8	.7	3.9	5.9
	4	25	2.1	12.2	18.0
	5 VERY SATISFIED	168	14.1	82.0	100.0
	Total	205	17.3	100.0	
Missing	9 DK	1	.1		
	System	982	82.7		
	Total	983	82.7		
Total		1188	100.0		

SAFE13 In the past 12 months, have you or has anyone in your household requested assistance from the Columbus Division of Fire?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	58	4.9	4.9	4.9
	2 NO	1129	95.0	95.1	100.0
	Total	1187	99.9	100.0	
Missing	9 DK	1	.1		
Total		1188	100.0		

SAFE14 On a scale of 1 to 5, how satisfied are you with the timeliness of Division of Fire in responding to your request?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	10	.8	17.2	17.2
	5 VERY SATISFIED	48	4.0	82.8	100.0
	Total	58	4.9	100.0	
Missing	System	1130	95.1		
Total		1188	100.0		

SAFE15 In the past 12 months, have you or has anyone in your household been stopped by the Columbus Police?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	191	16.1	16.1	16.1
	2 NO	997	83.9	83.9	100.0
	Total	1188	100.0	100.0	

SAFE16 And was that person treated with fairness and courtesy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	133	11.2	71.9	71.9
	2 NO	52	4.4	28.1	100.0
	Total	185	15.6	100.0	
Missing	9 DK	6	.5		
	System	997	83.9		
	Total	1003	84.4		
Total		1188	100.0		

SAFE17 Briefly can you tell me about how were you treated unfairly or with a lack of courtesy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	52	4.4	100.0	100.0
Missing	System	1136	95.6		
Total		1188	100.0		

PS1 How would you compare the condition of the streets in Columbus to other cities of similar size?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Worse	191	16.1	16.6	16.6
	2 ABOUT THE SAME	649	54.6	56.5	73.1
	3 Better	309	26.0	26.9	100.0
	Total	1149	96.7	100.0	
Missing	9 DK	39	3.3		
Total		1188	100.0		

PS2 How would you rate your ability of getting from one place to another without delay in those areas where there is no construction?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Poor	90	7.6	7.7	7.7
	2 Fair	478	40.2	40.8	48.4
	3 Good	605	50.9	51.6	100.0
	Total	1173	98.7	100.0	
Missing	9 DK	15	1.3		
Total		1188	100.0		

PS3 Which of the following is where you encounter the most congestion?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Your neighborhood	72	6.1	6.6	6.6
	2 Downtown	196	16.5	17.9	24.5
	3 I-670	76	6.4	7.0	31.5
	4 I-270	203	17.1	18.6	50.1
	5 I-71	281	23.7	25.7	75.8
	6 I-70	169	14.2	15.5	91.3
	7 Route 315	95	8.0	8.7	100.0
	Total	1092	91.9	100.0	
Missing	8 REFUSED	2	.2		
	9 DK	94	7.9		
	Total	96	8.1		
Total		1188	100.0		

PS4 About how many miles do you drive in a typical week in the city of Columbus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	104	8.8	9.0	9.0
	1	1	.1	.1	9.1
	2	2	.2	.2	9.3
	3	1	.1	.1	9.4
	5	25	2.1	2.2	11.6
	6	4	.3	.3	11.9
	7	1	.1	.1	12.0
	9	3	.3	.3	12.3
	10	37	3.1	3.2	15.5
	12	3	.3	.3	15.7
	15	14	1.2	1.2	17.0
	20	87	7.3	7.6	24.5
	22	1	.1	.1	24.6
	24	1	.1	.1	24.7
	25	34	2.9	3.0	27.7
	30	56	4.7	4.9	32.5
	35	8	.7	.7	33.2
	38	1	.1	.1	33.3
	40	31	2.6	2.7	36.0
	45	6	.5	.5	36.5
	50	116	9.8	10.1	46.6
	55	3	.3	.3	46.9
	60	38	3.2	3.3	50.2
	65	6	.5	.5	50.7
	68	1	.1	.1	50.8
	70	17	1.4	1.5	52.3
	75	25	2.1	2.2	54.4
	80	14	1.2	1.2	55.7
	82	1	.1	.1	55.7
	85	3	.3	.3	56.0
	90	4	.3	.3	56.3
	100	169	14.2	14.7	71.0
	110	3	.3	.3	71.3
	114	1	.1	.1	71.4
	115	1	.1	.1	71.5
	120	12	1.0	1.0	72.5
	125	8	.7	.7	73.2
	130	2	.2	.2	73.4
	140	6	.5	.5	73.9
	145	1	.1	.1	74.0
	150	58	4.9	5.0	79.0
	154	1	.1	.1	79.1
	168	1	.1	.1	79.2
	170	1	.1	.1	79.3
	175	2	.2	.2	79.5
	180	2	.2	.2	79.7
	200	96	8.1	8.3	88.0
	210	3	.3	.3	88.3
	220	1	.1	.1	88.3
	230	1	.1	.1	88.4
	240	1	.1	.1	88.5
	250	29	2.4	2.5	91.0
	260	1	.1	.1	91.1
	280	1	.1	.1	91.2
	300	40	3.4	3.5	94.7
	320	1	.1	.1	94.8
	350	10	.8	.9	95.7
	400	13	1.1	1.1	96.8
	490	1	.1	.1	96.9
	500	16	1.3	1.4	98.3
	600	2	.2	.2	98.4
	700	3	.3	.3	98.7
	728	1	.1	.1	98.8
	800	3	.3	.3	99.0
	1000	7	.6	.6	99.7
	1500	2	.2	.2	99.8
	1800	1	.1	.1	99.9

PS5@A How would you rate the cleanliness of your neighborhood roadways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	24	2.0	2.0	2.0
	2	26	2.2	2.2	4.2
	3	57	4.8	4.8	9.0
	4	60	5.1	5.1	14.1
	5	124	10.4	10.5	24.6
	6	92	7.7	7.8	32.3
	7	170	14.3	14.3	46.7
	8	264	22.2	22.3	68.9
	9	145	12.2	12.2	81.2
	10 Very high quality	223	18.8	18.8	100.0
	Total	1185	99.7	100.0	
Missing	88 Refused	1	.1		
	99 DK	2	.2		
	Total	3	.3		
Total		1188	100.0		

PS5@B How would you rate the cleanliness of downtown roadways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	13	1.1	1.2	1.2
	2	15	1.3	1.3	2.5
	3	36	3.0	3.2	5.7
	4	61	5.1	5.4	11.1
	5	133	11.2	11.8	23.0
	6	144	12.1	12.8	35.8
	7	219	18.4	19.5	55.3
	8	270	22.7	24.0	79.3
	9	113	9.5	10.1	89.4
	10 Very high quality	119	10.0	10.6	100.0
	Total	1123	94.5	100.0	
Missing	88 Refused	1	.1		
	99 DK	64	5.4		
	Total	65	5.5		
Total		1188	100.0		

PS5@C How would you rate the cleanliness of the freeways and expressways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	12	1.0	1.0	1.0
	2	21	1.8	1.8	2.9
	3	32	2.7	2.8	5.6
	4	51	4.3	4.4	10.0
	5	123	10.4	10.6	20.7
	6	111	9.3	9.6	30.3
	7	232	19.5	20.1	50.3
	8	327	27.5	28.3	78.6
	9	126	10.6	10.9	89.5
	10 Very high quality	122	10.3	10.5	100.0
	Total	1157	97.4	100.0	
Missing	99 DK	31	2.6		
Total		1188	100.0		

PS6@A How would you rate the quality of snow removal on your neighborhood roadways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	134	11.3	12.2	12.2
	2	65	5.5	5.9	18.1
	3	77	6.5	7.0	25.1
	4	76	6.4	6.9	32.1
	5	158	13.3	14.4	46.4
	6	122	10.3	11.1	57.6
	7	134	11.3	12.2	69.8
	8	140	11.8	12.8	82.5
	9	76	6.4	6.9	89.4
	10 Very high quality	116	9.8	10.6	100.0
	Total	1098	92.4	100.0	
Missing	88 Refused	1	.1		
	99 DK	89	7.5		
	Total	90	7.6		
Total		1188	100.0		

PS6@B How would you rate the quality of snow removal on downtown roadways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	6	.5	.6	.6
	2	8	.7	.8	1.5
	3	23	1.9	2.4	3.9
	4	30	2.5	3.2	7.1
	5	89	7.5	9.4	16.5
	6	79	6.6	8.4	24.9
	7	162	13.6	17.1	42.0
	8	239	20.1	25.3	67.3
	9	124	10.4	13.1	80.4
	10 Very high quality	185	15.6	19.6	100.0
	Total	945	79.5	100.0	
Missing	88 Refused	1	.1		
	99 DK	242	20.4		
	Total	243	20.5		
Total		1188	100.0		

PS6@C How would you rate the quality of snow removal on the freeways and expressways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very poor quality	11	.9	1.0	1.0
	2	4	.3	.4	1.4
	3	10	.8	.9	2.3
	4	24	2.0	2.2	4.5
	5	64	5.4	5.9	10.3
	6	53	4.5	4.8	15.2
	7	144	12.1	13.2	28.4
	8	279	23.5	25.5	53.9
	9	218	18.4	19.9	73.8
	10 Very high quality	286	24.1	26.2	100.0
	Total	1093	92.0	100.0	
Missing	99 DK	95	8.0		
Total		1188	100.0		

PS7 Are you aware of voluntary recyling program, Rumpke?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	723	60.9	61.0	61.0
	2 NO	463	39.0	39.0	100.0
	Total	1186	99.8	100.0	
Missing	9 DK	2	.2		
Total		1188	100.0		

PS8 Have you participated in this program in the past 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	104	8.8	14.4	14.4
	2 NO	617	51.9	85.6	100.0
	Total	721	60.7	100.0	
Missing	9 DK	2	.2		
	System	465	39.1		
	Total	467	39.3		
Total		1188	100.0		

PS9A Can you tell me why you havent participated in this program in the past 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10 Monetary reasons	133	11.2	25.2	25.2
	20 Not enough recycleables	45	3.8	8.5	33.7
	30 Rumpke NA here	47	4.0	8.9	42.6
	40 Rather do it on our own	54	4.5	10.2	52.8
	50 Convenience issues	45	3.8	8.5	61.4
	51 Not enough info about how to sign up	39	3.3	7.4	68.8
	52 Dont want to seperate the recycleables	6	.5	1.1	69.9
	53 Have someone else do it	27	2.3	5.1	75.0
	60 Dont recycle,dont need it,just lazy,no time	98	8.2	18.6	93.6
	90 Other	34	2.9	6.4	100.0
	Total	528	44.4	100.0	
Missing	777 No Comments	63	5.3		
	888 Refused	1	.1		
	999 DK	25	2.1		
	System	571	48.1		
	Total	660	55.6		
Total		1188	100.0		

PS10 On a scale of 1 to 5, how satisfied are you with the trash collection in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT SATISFIED	29	2.4	2.5	2.5
	2	40	3.4	3.4	5.9
	3	136	11.4	11.6	17.6
	4	305	25.7	26.1	43.7
	5 VERY SATISFIED	658	55.4	56.3	100.0
	Total	1168	98.3	100.0	
Missing	8 REFUSED	2	.2		
	9 DK	18	1.5		
	Total	20	1.7		
Total		1188	100.0		

PS11 On a scale of 1 to 5, how satisfied are you with the timeliness of the trash collection in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NOT SATISFIED	28	2.4	2.4	2.4
	2	25	2.1	2.1	4.5
	3	110	9.3	9.4	13.9
	4	309	26.0	26.4	40.3
	5 VERY SATISFIED	699	58.8	59.7	100.0
	Total	1171	98.6	100.0	
Missing	9 DK	17	1.4		
Total		1188	100.0		

PS12 Have you ever called the city about a problem with our trash collection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	213	17.9	18.0	18.0
	2 NO	972	81.8	82.0	100.0
	Total	1185	99.7	100.0	
Missing	9 DK	3	.3		
Total		1188	100.0		

PS13 Were you treated with fairness and courtesy by the city personnel when you called about the problem?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	186	15.7	90.3	90.3
	2 NO	20	1.7	9.7	100.0
	Total	206	17.3	100.0	
Missing	9 DK	7	.6		
	System	975	82.1		
	Total	982	82.7		
Total		1188	100.0		

DEM1 How many years have you lived in the city of Columbus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	28	2.4	2.4	2.4
	1	32	2.7	2.7	5.1
	2	50	4.2	4.2	9.3
	3	58	4.9	4.9	14.2
	4	42	3.5	3.5	17.7
	5	46	3.9	3.9	21.6
	6	27	2.3	2.3	23.9
	7	20	1.7	1.7	25.5
	8	24	2.0	2.0	27.6
	9	12	1.0	1.0	28.6
	10	35	2.9	3.0	31.5
	11	17	1.4	1.4	33.0
	12	29	2.4	2.4	35.4
	13	16	1.3	1.3	36.8
	14	16	1.3	1.3	38.1
	15	25	2.1	2.1	40.2
	16	10	.8	.8	41.1
	17	10	.8	.8	41.9
	18	25	2.1	2.1	44.0
	19	9	.8	.8	44.8
	20	31	2.6	2.6	47.4
	21	20	1.7	1.7	49.1
	22	20	1.7	1.7	50.8
	23	16	1.3	1.3	52.1
	24	11	.9	.9	53.0
	25	19	1.6	1.6	54.6
	26	4	.3	.3	55.0
	27	17	1.4	1.4	56.4
	28	27	2.3	2.3	58.7
	29	6	.5	.5	59.2
	30	47	4.0	4.0	63.2
	31	14	1.2	1.2	64.3
	32	13	1.1	1.1	65.4
	33	18	1.5	1.5	66.9
	34	6	.5	.5	67.5
	35	23	1.9	1.9	69.4
	36	13	1.1	1.1	70.5
	37	12	1.0	1.0	71.5
	38	9	.8	.8	72.3
	39	9	.8	.8	73.0
	40	40	3.4	3.4	76.4
	41	6	.5	.5	76.9
	42	14	1.2	1.2	78.1
	43	16	1.3	1.3	79.4
	44	10	.8	.8	80.3
	45	24	2.0	2.0	82.3
	46	8	.7	.7	83.0
	47	5	.4	.4	83.4
	48	15	1.3	1.3	84.7
	49	7	.6	.6	85.2
	50	30	2.5	2.5	87.8
	51	9	.8	.8	88.5
	52	6	.5	.5	89.0
	53	6	.5	.5	89.5
	54	3	.3	.3	89.8
	55	12	1.0	1.0	90.8
	56	6	.5	.5	91.3
	57	3	.3	.3	91.6
	58	9	.8	.8	92.3
	59	3	.3	.3	92.6
	60	15	1.3	1.3	93.8
	61	4	.3	.3	94.2
	62	3	.3	.3	94.4
	63	5	.4	.4	94.9
	64	2	.2	.2	95.0
	65	1	.1	.1	95.1
	66	1	.1	.1	95.2
	67	3	.3	.3	95.4
	68	5	.4	.4	95.9
	69	2	.2	.2	96.0
	70	5	.4	.4	96.5
	71	6	.5	.5	97.0
	72	3	.3	.3	97.2
	73	1	.1	.1	97.3
	74	2	.2	.2	97.5
	75	7	.6	.6	98.1
	76	2	.2	.2	98.2
	77	1	.1	.1	98.3
	78	2	.2	.2	98.5
	79	2	.2	.2	98.7
	80	5	.4	.4	99.1
	81	2	.2	.2	99.2
	82	2	.2	.2	99.4
	84	3	.3	.3	99.7
	85	1	.1	.1	99.7
	90	1	.1	.1	99.8
	93	1	.1	.1	99.9
	99	1	.1	.1	100.0
	Total	1186	99.8	100.0	
Missing	888 REFUSED	1	.1		
	999 DK	1	.1		
	Total	2	.2		
Total		1188	100.0		

DEM2 How long have you loved at your present address?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	152	12.8	12.8	12.8
	1	176	14.8	14.9	27.7
	2	121	10.2	10.2	37.9
	3	100	8.4	8.4	46.4
	4	57	4.8	4.8	51.2
	5	65	5.5	5.5	56.7
	6	41	3.5	3.5	60.1
	7	50	4.2	4.2	64.4
	8	38	3.2	3.2	67.6
	9	14	1.2	1.2	68.8
	10	34	2.9	2.9	71.6
	11	24	2.0	2.0	73.6
	12	21	1.8	1.8	75.4
	13	15	1.3	1.3	76.7
	14	11	.9	.9	77.6
	15	17	1.4	1.4	79.1
	16	9	.8	.8	79.8
	17	10	.8	.8	80.7
	18	11	.9	.9	81.6
	19	3	.3	.3	81.8
	20	20	1.7	1.7	83.5
	21	5	.4	.4	84.0
	22	18	1.5	1.5	85.5
	23	7	.6	.6	86.1
	24	8	.7	.7	86.7
	25	13	1.1	1.1	87.8
	26	2	.2	.2	88.0
	27	7	.6	.6	88.6
	28	3	.3	.3	88.9
	29	3	.3	.3	89.1
	30	26	2.2	2.2	91.3
	31	3	.3	.3	91.6
	32	10	.8	.8	92.4
	33	9	.8	.8	93.2
	34	4	.3	.3	93.5
	35	13	1.1	1.1	94.6
	36	6	.5	.5	95.1
	37	5	.4	.4	95.5
	38	4	.3	.3	95.9
	39	3	.3	.3	96.1
	40	7	.6	.6	96.7
	41	2	.2	.2	96.9
	42	6	.5	.5	97.4
	43	4	.3	.3	97.7
	44	1	.1	.1	97.8
	45	3	.3	.3	98.1
	47	3	.3	.3	98.3
	48	3	.3	.3	98.6
	49	3	.3	.3	98.8
	50	2	.2	.2	99.0
	51	3	.3	.3	99.2

DEM3 Last week were you working full time, part time, going to school, retired or what?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 WORKING FULL-TIME (35 HRS WK OR MORE)	620	52.2	55.4	55.4
	2 WORKING PART-TIME	98	8.2	8.8	64.2
	3 WITH JOB BUT VACATION, SICK, ETC	31	2.6	2.8	66.9
	4 UNEMPLOYED, LAID OFF	29	2.4	2.6	69.5
	5 RETIRED	211	17.8	18.9	88.4
	6 IN SCHOOL	55	4.6	4.9	93.3
	7 KEEPING HOUSE	75	6.3	6.7	100.0
	Total	1119	94.2	100.0	
Missing	8 OTHER (SPECIFY)	67	5.6		
	9 REFUSED	2	.2		
	Total	69	5.8		
Total		1188	100.0		

DEM4 What is your current marital status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 MARRIED	404	34.0	34.1	34.1
	2 COHABITATING, LIVING AS MARRIED, ETC	7	.6	.6	34.7
	3 DIVORCED	133	11.2	11.2	45.9
	4 SEPARATED	22	1.9	1.9	47.8
	5 SINGLE, NEVER MARRIED	513	43.2	43.3	91.1
	6 WIDOW, WIDOWER	106	8.9	8.9	100.0
	Total	1185	99.7	100.0	
Missing	8 REFUSED	3	.3		
Total		1188	100.0		

DEM5 Including yourself, how many adults 18 years or older live in your household most of the year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	479	40.3	40.5	40.5
	2	533	44.9	45.1	85.5
	3	105	8.8	8.9	94.4
	4	42	3.5	3.6	98.0
	5	12	1.0	1.0	99.0
	6	6	.5	.5	99.5
	7	3	.3	.3	99.7
	8	1	.1	.1	99.8
	15	2	.2	.2	100.0
	Total	1183	99.6	100.0	
Missing	88 REFUSED	4	.3		
	99 DK	1	.1		
	Total	5	.4		
Total		1188	100.0		

DEM6 How many children 17 years of age or younger live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	816	68.7	68.8	68.8
	1	158	13.3	13.3	82.1
	2	128	10.8	10.8	92.9
	3	47	4.0	4.0	96.9
	4	27	2.3	2.3	99.2
	5	5	.4	.4	99.6
	7	2	.2	.2	99.7
	8	1	.1	.1	99.8
	9	1	.1	.1	99.9
	10	1	.1	.1	100.0
	Total	1186	99.8	100.0	
Missing	88 REFUSED	2	.2		
Total		1188	100.0		

DEM7 How many children are enrolled in Columbus Public Schools?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	146	12.3	39.7	39.7
	1	99	8.3	26.9	66.6
	2	67	5.6	18.2	84.8
	3	36	3.0	9.8	94.6
	4	14	1.2	3.8	98.4
	6	1	.1	.3	98.6
	7	4	.3	1.1	99.7
	10	1	.1	.3	100.0
	Total	368	31.0	100.0	
Missing	99 DK	2	.2		
	System	818	68.9		
	Total	820	69.0		
Total		1188	100.0		

DEM10 Are you of Hispanic or Lation origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	32	2.7	2.7	2.7
	2 NO	1155	97.2	97.3	100.0
	Total	1187	99.9	100.0	
Missing	9 DK	1	.1		
Total		1188	100.0		

DEM11@A And what race or races do you consider yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 OTHER	29	2.4	2.5	2.5
	1 ALASKAN NATIVE	1	.1	.1	2.6
	2 AMERICAN INDIAN, NATIVE AMERICAN	8	.7	.7	3.2
	3 ASIAN	25	2.1	2.1	5.4
	5 HISPANIC, LATINO, LATINA, CHICANO, CHICANA	10	.8	.9	6.2
	7 WHITE, CAUCASIAN	759	63.9	64.6	70.8
	41 AFRICAN AMERICAN	173	14.6	14.7	85.5
	42 BLACK	170	14.3	14.5	100.0
	Total	1175	98.9	100.0	
Missing	88 REFUSED, DK	9	.8		
	99 FINISHED, NO OTHER ANSWER GIVEN	4	.3		
	Total	13	1.1		
Total		1188	100.0		

DEM11@B And what race or races do you consider yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 OTHER	5	.4	10.6	10.6
	2 AMERICAN INDIAN, NATIVE AMERICAN	12	1.0	25.5	36.2
	5 HISPANIC, LATINO, LATINA, CHICANO, CHICANA	1	.1	2.1	38.3
	6 PACIFIC ISLANDER	1	.1	2.1	40.4
	7 WHITE, CAUCASIAN	12	1.0	25.5	66.0
	41 AFRICAN AMERICAN	9	.8	19.1	85.1
	42 BLACK	7	.6	14.9	100.0
	Total	47	4.0	100.0	
Missing	88 REFUSED, DK	1	.1		
	99 FINISHED, NO OTHER ANSWER GIVEN	1127	94.9		
	System	13	1.1		
	Total	1141	96.0		
Total		1188	100.0		

DEM11@C And what race or races do you consider yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 OTHER	1	.1	16.7	16.7
	7 WHITE, CAUCASIAN	3	.3	50.0	66.7
	41 AFRICAN AMERICAN	2	.2	33.3	100.0
	Total	6	.5	100.0	
Missing	99 FINISHED, NO OTHER ANSWER GIVEN	41	3.5		
	System	1141	96.0		
	Total	1182	99.5		
Total		1188	100.0		

DEM11@D And what race or races do you consider yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 OTHER	1	.1	20.0	20.0
	2 AMERICAN INDIAN, NATIVE AMERICAN	1	.1	20.0	40.0
	7 WHITE, CAUCASIAN	2	.2	40.0	80.0
	41 AFRICAN AMERICAN	1	.1	20.0	100.0
	Total	5	.4	100.0	
Missing	99 FINISHED, NO OTHER ANSWER GIVEN	1	.1		
	System	1182	99.5		
	Total	1183	99.6		
Total		1188	100.0		

DEM12 What is the highest grade or year of school you have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	1	.1	.1	.1
	5	2	.2	.2	.3
	6	2	.2	.2	.4
	7	4	.3	.3	.8
	8	8	.7	.7	1.4
	9	24	2.0	2.0	3.5
	10	33	2.8	2.8	6.3
	11	44	3.7	3.7	10.0
	12 HIGH SCHOOL	307	25.8	26.0	35.9
	13 SOME COLLEGE	286	24.1	24.2	60.1
	14 ASSOCIATES CERTIFICATE, 2 YEAR PROGRAM	75	6.3	6.3	66.4
	15 BACHELORS DEGREE	248	20.9	21.0	87.4
	16 SOME GRADUATE SCHOOL	39	3.3	3.3	90.7
	17 MASTERS DEGREE	85	7.2	7.2	97.9
	18 DOCTORATE, ADVANCED DEGREE	25	2.1	2.1	100.0
	Total	1183	99.6	100.0	
Missing	88 REFUSED	3	.3		
	99 DK	2	.2		
	Total	5	.4		
Total		1188	100.0		

DEM15 Are you registered to vote in Franklin County?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	908	76.4	76.6	76.6
	2 NO	277	23.3	23.4	100.0
	Total	1185	99.7	100.0	
Missing	9 DK	3	.3		
Total		1188	100.0		

GENDER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 FEMALE	714	60.1	60.1	60.1
	1 MALE	474	39.9	39.9	100.0
	Total	1188	100.0	100.0	

MARRIED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Married	404	34.0	34.1	34.1
	2 Not Married	781	65.7	65.9	100.0
	Total	1185	99.7	100.0	
Missing	System	3	.3		
Total		1188	100.0		

HAVEKIDS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 None	816	68.7	68.7	68.7
	1 1 or more	372	31.3	31.3	100.0
	Total	1188	100.0	100.0	

AGE4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18-29yrs	327	27.5	27.9	27.9
	2 30-44yrs	345	29.0	29.5	57.4
	3 45-59yrs	261	22.0	22.3	79.7
	4 60yrs+	238	20.0	20.3	100.0
	Total	1171	98.6	100.0	
Missing	System	17	1.4		
Total		1188	100.0		

EDUC4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not HS Grad	118	9.9	10.0	10.0
	2 HS Grad, No College	307	25.8	26.0	35.9
	3 Some College	361	30.4	30.5	66.4
	4 College Grad	397	33.4	33.6	100.0
	Total	1183	99.6	100.0	
Missing	System	5	.4		
Total		1188	100.0		

INCOME5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 < $20,000	317	26.7	30.0	30.0
	2 $20,001-$30,000	175	14.7	16.6	46.6
	3 $30,001-$50,000	266	22.4	25.2	71.8
	4 $50,001-$75,000	172	14.5	16.3	88.1
	5 > $75,000	126	10.6	11.9	100.0
	Total	1056	88.9	100.0	
Missing	System	132	11.1		
Total		1188	100.0		

AREA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	72	6.1	6.1	6.1
	2	123	10.4	10.4	16.4
	3	52	4.4	4.4	20.8
	4	234	19.7	19.7	40.5
	5	85	7.2	7.2	47.6
	6	140	11.8	11.8	59.4
	7	115	9.7	9.7	69.1
	8	67	5.6	5.6	74.7
	9	61	5.1	5.1	79.9
	10	102	8.6	8.6	88.5
	11	59	5.0	5.0	93.4
	12	78	6.6	6.6	100.0
	Total	1188	100.0	100.0	

Appendix A

2002 Columbus Citizen Satisfaction Survey Questionnaire

>S1<
We want to make sure we speak with people all across the city.
What is your zip code?

      ENTER 5 DIGIT ZIP CODE <43000-44999>

      <88888> REFUSED
      <99999> DON'T KNOW

>G1<
First, what do you like best about living in Columbus?

      <1> ENTER COMMENTS
      <2> NO COMMENTS

      <8> REFUSED (VOLUNTEERED)
      <9> DON'T KNOW (VOLUNTEERED)

>G2<
What would you say is the most important challenge facing the City of Columbus today?

      <1> ENTER COMMENTS
      <2> NO COMMENTS

      <8> REFUSED (VOLUNTEERED)
      <9> DON'T KNOW (VOLUNTEERED)

(The order of the services in this question was rotated across respondents.)
>G3a<
On a scale from 1 to 10 with 1 meaning "very poor quality" and 10 meaning "very high quality,"
how would you rate the quality of the following services in the City of Columbus? Remember,
you may use 1, 10, or any number in between.

First, how would you rate the quality of ...

a. Fire services   @a
b. Emergency medical services, sometimes called paramedic services   @b
c. Police services   @c

d. The parks in your neighborhood   @d
e. The city parks, in general   @e
f. The city's recreational programs   @f

g. Weekly garbage collection   @g
h. Bulk trash collection   @h
i. Yard waste collection   @i
j. Collection of recyclables, which includes cans, paper, and bottles   @j

k. The condition of streets and roads in your neighborhood   @k
l. The condition of streets and roads in the greater Columbus area.   @l
m. The cleanliness of roads and streets   @m
n. Street lighting   @n

o. Snow removal   @o
p. Drinking water   @p
q. Sewers and drainage   @q

>G4<
Using the same scale where 1 means "very poor quality" and 10 means "very high quality," how would you rate the overall quality of life in the City of Columbus?

     Quality <1-10>

     <88> REFUSED
     <99> DON'T KNOW

>DPerf1<
Using the same scale where 1 means "very poor quality" and 10 means "very high quality," how would you rate the overall quality of life in your neighborhood?

       Quality <1-10>

       <88> REFUSED
       <99> DON'T KNOW

>G7<
All organizations can take steps to do a better job. Based on your personal experience either interacting directly with City personnel or watching a City service being performed, what do you think the City could do in order to do a better job?

       <1> ENTER COMMENTS
       <2> NO COMMENTS

       <8> DON'T KNOW
       <9> REFUSED

>G8<
All organizations waste money. Some organizations waste more than others. Please give me an example of how you think the City of Columbus is wasting money.

       <1> ENTER COMMENTS
       <2> NO COMMENTS

       <8> DON'T KNOW
       <9> REFUSED

>G9<
On average, when you have contacted the City of Columbus about a problem you would like resolved or an issue you would like to discuss, how long was it before you were able to speak with someone directly?   Was it. . .

       <1> The same day you called,
       <2> Within one or two days of when you called,
       <3> More than a couple of days, but within a week,
       <4> Within a week or two, or
       <5> More than two weeks?

       <6> HAVE NOT CONTACTED THE CITY (VOLUNTEERED)

       <8> REFUSED
       <9> DON'T KNOW

>T5<
The City of Columbus is developing a system so that residents can call one number to discuss any non-emergency issue they need to resolve with the City. Callers will talk to a live person and be referred directly to where they need to go. Would you prefer to call this number, or would you prefer to call city departments directly?

        <1> ONE NUMBER
        <2> CONTACT DIRECTLY

        <8> REFUSED
        <9> DON'T KNOW

>T1<
My next few questions are about Internet use. Do you have access to the Internet from . . . .

INTERVIEWER: USE 1 FOR YES, 2 FOR NO, 8 FOR REFUSED, AND 9 FOR DK

        a. home?   @a
        b. work?   @b
        c. a library?   @c
        d. Somewhere else? (SPECIFY)   @d

>T2<
Have you ever visited the City of Columbus website or the website of any of its departments?

        <1> Yes
        <2> No   [goto UPerf]

        <8> REFUSED   [goto UPerf]
        <9> DON'T KNOW   [goto UPerf]

>T3<
When you visited one of the City of Columbus websites, did you ...

INTERVIEWER: USE 1 FOR YES, 2 FOR NO, 8 FOR REFUSED, AND 9 FOR DK

        a. search for information?   @a
        b. download a form or application?   @b
        c. register for a program on-line?   @c
        d. Something else? (SPECIFY)   @d

>T4<
Compared to other websites you have used, did you find the Columbus website ...

        <1> much easier to use,
        <2> slightly easier to use,
        <3> about average,
        <4> slightly harder to use, or
        <5> much harder to use?

        <8> REFUSED
        <9> DON'T KNOW

>UPerf<
The City of Columbus is working to install lighting on all streets and roads through out the city. How much safer do you think this lighting makes streets for pedestrians and motorists? Would you say ...

        <1> much safer
        <2> somewhat safer,
        <3> slightly safer, or
        <4> not any safer?

        <8> REFUSED
        <9> DON'T KNOW

>U8<
Does the street in front of your residence have streetlights?

        <1> YES   [goto U1]
        <2> NO

        <8> REFUSED   [goto U1]
        <9> DON'T KNOW   [goto U1]

>U9<
Do you want streetlights in front of your residence?

        <1> YES
        <2> NO   [goto U1]

        <8> REFUSED   [goto U1]
        <9> DON'T KNOW [goto U1]

>U10<
Would you be willing to pay a fee to have streetlights installed?

       <1> YES
       <2> NO

       <8> REFUSED
       <9> DON'T KNOW

>U1<
Now I'm going to ask you about flooding in your neighborhood. Which of the following statements best describes flooding in your neighborhood?

<1> My neighborhood never floods. Or...   [goto PR9]

<2> My neighborhood only has flooding during major rainstorms about once or twice a year. Or...

<3> My neighborhood has flooding problems regularly when it rains. Or...

<4> My neighborhood floods every time it rains.

<8> REFUSED   [goto PR9]
<9> DON'T KNOW   [goto PR9]

>U2<
On a scale of 1 to 5, with 1 meaning "not very serious" and 5 meaning "very serious," how serious would you say that this flooding problem is?

       <1> NOT VERY SERIOUS
       <2>
       <3>
       <4>
       <5> VERY SERIOUS

       <8> REFUSED
       <9> DON'T KNOW

>U3<
Did you report this problem to the city?

       <1> YES
       <2> NO   [goto PR9]

       <8> REFUSED   [goto PR9]
       <9> DON'T KNOW   [goto PR9]

>U4<
Was this problem resolved to your satisfaction?

       <1> YES
       <2> NO

       <8> REFUSED
       <9> DON'T KNOW

>PR9<
When you go to a park, which park do you use most often?

       <1> ENTER COMMENTS
       <2> NO COMMENTS

       <7> DON'T GO TO PARKS [goto PR11]

       <8> REFUSED
       <9> DON'T KNOW

>PR10<
In general, how would you describe the conditions of the Columbus parks that you have
been in? Would you say they were . . .

       <1> Very good,
       <2> Good,
       <3> Fair,
       <4> Poor, or
       <5> Very poor?

       <7> DON'T GO (VOLUNTEERED)
       <8> REFUSED
       <9> DON'T KNOW

>PR11<
The City of Columbus offers a variety of recreation programs. I'm going to read you a
list of these programs. For each one, please tell me whether you or anyone in your
household has participated in that City recreation program in the past 12 months.

INTERVIEWER: USE 1 FOR YES, 2 FOR NO, 8 FOR REFUSED, AND 9 FOR DK

       a. Arts and Crafts   @a
       b. Youth Sports   @b
       c. Adult Sports   @c
       d. Aquatics or swimming   @d
       e. Outdoor Education   @e
       f. Senior Adult Programs   @f
       g. Golf   @g

(PR12 only asks about programs that were participated in from PR11.)
>PR12<On a scale of 1 to 10 with 1 meaning "very poor quality",
and 10 meaning "very high quality," how would you rate the quality of the program?
Remember, you may use 1, 10, or any number in between.

INTERVIEWER: ENTER 1-10, 88 FOR REFUSED, OR 99 FOR DK

       a. Arts and Crafts   @a
       b. Youth Sports   @b
       c. Adult Sports   @c
       d. Aquatics or swimming   @d
       e. Outdoor Education   @e
       f. Senior Adult Programs   @f
       g. Golf   @g

>PR13<
Would you support or oppose a small property tax increase that would be used for a
higher level of maintenance and operations for City of Columbus parks, trails, recreation
facilities, and programs?

       <1> SUPPORT
       <2> OPPOSE

       <7> DEPENDS (VOLUNTEERED)
       <8> REFUSED
       <9> DON'T KNOW

Now I'm going to ask you about health issues.

(The order the health issues was rotated across respondents.)
>H1alta<
Which of the following do you think is the most important health issue facing Columbus?

INTERVIEWER: READ LIST:

      <1> Obesity
      <2> Access to health care
      <3> Infectious diseases such as tuberculosis and West Nile virus,
      <4> Bioterrorism
      <5> Children's health
      <6> Exposure to second-hand smoke
      <7> Something else?

      <8> REFUSED (Volunteered)
      <9> DON'T KNOW (Volunteered)

>HPerf<
There are many different threats to our health today, both public and private. How would you rate the Columbus Health Department on the job they are doing of protecting Columbus citizens from public health threats? Would you say their performance has been. . .

      <1> excellent,
      <2> good,
      <3> fair, or
      <4> poor?

      <8> REFUSED
      <9> DON'T KNOW

>H2<
About how many miles from your home is the place that you go for your primary health care?

      ENTER MILES FROM 0.0 TO 100.0 <0.0-100.0>

      <777> DON'T NEED/DON'T GO ANYWHERE
      <888> REFUSED
      <999> DON'T KNOW

>E1<
Columbus has developed an after-school program for children called Cap City Kids.
Have you heard of this program?

        <1> YES
        <2> NO

        <8> REFUSED
        <9> DON'T KNOW

>E2<
There are 16 different school districts in the City of Columbus including Columbus
Public Schools. Which of the following activities, if any, do you think the city should do
to help its children receive a good education? Should the city ...

INTERVIEWER: READ LIST

        <1> Coordinate with the 16 school districts in Columbus, or
        <2> Set standards for after school programs offered by schools, or
        <3> Provide after school programs for children, or
        <4> Should the City of Columbus have no role in education?

        <8> REFUSED
        <9> DON'T KNOW

>Dem1a<
Do you live in a...

        <1> Single-family home,
        <2> Duplex,
        <3> Condominium,
        <4> Apartment, or
        <5> Mobile home?

        <8> REFUSED
        <9> DON'T KNOW

>Dem2a<
Do you own or rent your home?

        <1> OWN   [goto D5]
        <2> RENT   [goto D1]
        <3> OTHER (SPECIFY)   [goto D7]

        <8> REFUSED   [goto D7]
        <9> DON'T KNOW   [goto D7]

>D1<
Do you plan to purchase a home in the next 2 to 3 years?

        <1> YES
        <2> NO   [goto D3]

        <8> REFUSED   [goto D3]
        <9> DON'T KNOW   [goto D3]

>D2<
How likely are you to buy a home that is <u>outside</u> the city of Columbus, for example, in the suburbs or somewhere else? Would you say...

        <1> Very likely,   [goto D5]
        <2> somewhat likely,   [goto D5]
        <3> somewhat unlikely, or [goto D5]
        <4> very unlikely?   [goto D5]

        <8> REFUSED   [goto D5]
        <9> DON'T KNOW   [goto D5]

>D3<
How interested are you in owning a home some day? Would you say ...

        <1> very interested,
        <2> somewhat interested,
        <3> only slightly interested, or [goto D5]
        <4> not at all interested?   [goto D5]

        <8> REFUSED   [goto D5]
        <9> DON'T KNOW   [goto D5]

>D4<
What is the biggest obstacle for you to be able to buy a home?

      <1> COMMENTS

      <8>REFUSED
      <9>DON'T KNOW

>D5<
Columbus has joined with Franklin County to create a Housing Trust Fund that will help provide quality affordable housing and rebuild neighborhoods in Columbus. The city is also establishing a residential tax incentive program in certain neighborhoods where those who build new homes or rehabilitate existing homes may be eligible for a 5-year property tax exemption as an incentive for homebuyers and builders.

Are you aware of these programs?

      <1> YES
      <2> ONLY AWARE OF ONE PROGRAM (VOLUNTEERED)
      <3> NO, NOT AWARE   [goto D7]

      <8> REFUSED
      <9> DON'T KNOW

>D6<
Do you support or oppose these programs?

      <1> SUPPORT
      <2> SUPPORT ONE, NOT BOTH (VOLUNTEERED)
      <3> OPPOSE

      <8> REFUSED
      <9> DON'T KNOW

>D7<
Have you heard of a city effort called Neighborhood Pride?

      <1> YES
      <2> NO   [goto D9]

      <8> REFUSED   [goto D9]
      <9> DON'T KNOW   [goto D9]

>D8<
What, specifically, do you know about the program?

        <1> COMMENTS

        <8> REFUSED
        <9> DON'T KNOW

>D9<
In some neighborhoods the City of Columbus has established Pride Centers to improve residents access to city departments. If a Pride Center were located in your neighborhood, what services would you want in it?

INTERVIEWER: READ THE LIST
        1) Organize clean-ups
        2) Apply for/obtain building permits
        3) To ask questions about code enforcement
        4) General complaints or questions about city services
        5) Interacting with Police and Fire officials
        96) OTHER (specify)
        97) None/Not needed
        98) DON'T KNOW/REFUSED

>Dperf2a<
Now I would like you to think about the buildings in your neighborhood. Some buildings are well maintained and others are not. How would you rate the overall appearance of commercial buildings in your neighborhood?

Would you say...

        <1> excellent,
        <2> good,
        <3> fair, or
        <4> poor?

        <8> REFUSED
        <9> DON'T KNOW

>Dperf2b<
How would you rate the overall appearance of <u>residential</u> buildings in your neighborhoods? Would you say ...

       <1> excellent,
       <2> good,
       <3> fair, or
       <4> poor?

       <8> REFUSED
       <9> DON'T KNOW

>D10<
These next questions are about some problems that may or may not exist in your neighborhood.

Have you had any problems in your neighborhood with ...

INTERVIEWER: 1 FOR "YES", 2 FOR "NO", 8 FOR "REFUSED" AND 9 FOR "DK"

Abandoned cars,	@a
Speeding,	@b
Run-down buildings,	@c
Vacant housing and commercial buildings	@d
Overgrown weeds,	@e
Spilled trash or garbage,	@f
Graffiti	@g

(Asked only of those who said "yes" to any of the above.)
>D12<
Did you report these problems to the City of Columbus?

       <1> YES, ALL PROBLEMS WERE REPORTED
       <2> YES, SOME PROBLEMS WERE REPORTED
       <3> NO   [goto D11]

       <8> REFUSED   [goto D11]
       <9> DON'T KNOW   [goto D11]

>D13<
In general, were these problems handled satisfactorily by the City of Columbus?

       <1> Yes, all problems were handled satisfactorily
       <2> Yes, some problems were handled satisfactorily
       <3> No, the problems were not handled satisfactorily
       <4> I was not informed about how the problem was handled

       <8> REFUSED
       <9> DON'T KNOW

>D11<
Which of the following problems, if any, is the most serious for your neighborhood?

INTERVIEWER: READ THE LIST

       <1> Abandoned cars,
       <2> Speeding,
       <3> Run-down buildings,
       <4> Vacant housing and commercial buildings
       <5> Overgrown weeds,
       <6> Spilled trash or garbage, or
       <7> Graffiti

       <8> NONE
       <9> REFUSED/DON'T KNOW

>D14<
Recently the city of Columbus began a program in which Neighborhood Liaisons work at
the neighborhood level throughout the City. Citizens can bring issues and problems to the
Liaisons and then the Liaisons put the citizens in contact with the right City Departments
to address the problem or issue. Are you aware of this program?

       <1> YES
       <2> NO

       <8> REFUSED
       <9> DON'T KNOW

>D15<
Would you contact a Neighborhood Liaison with a problem or issue if you knew how to reach them?

        <1> YES   [goto D17]
        <2> NO

        <8> REFUSED   [goto D17]
        <9> DON'T KNOW [goto D17]

>D16<
Why wouldn't you contact a Neighborhood Liaison with a problem or issue if you knew how to reach them?

        <1> COMMENTS
        <2> NO COMMENTS

        <8> REFUSED
        <9> DON'T KNOW

>D17<
How effective is your community or civic organization in keeping you informed about neighborhood and city issues.

        <1> Not effective at all
        <2> Moderately effective, or
        <3> Very effective?

        <8> REFUSED
        <9> DON'T KNOW

>D18<
Some people are concerned that downtown Columbus needs more development, while others don't see this as a priority for the city. How important do you think downtown development is for the future of Columbus? Would you say it is . . .

        <1> Very important
        <2> Somewhat important,
        <3> Only a little important, or
        <4> Not at all important?   [goto D20]

        <8> REFUSED   [goto D20]
        <9> DON'T KNOW   [goto D20]

>D19<
What do you think is the most important problem to deal with in developing downtown Columbus?

        <1> ENTER COMMENTS
        <2> NO COMMENTS

        <8> REFUSED
        <9> DON'T KNOW

>D20<
In the past 12 months, about how many times have you visited downtown for entertainment or recreation, for example to attend a concert, festival or some other activity?

        # of times <0-50>

        <88> REFUSED
        <99> DON'T KNOW

>crc1<
It is illegal to discriminate against individuals in housing, employment, or public services because of race, color, religion, national origin, ancestry, sex or sexual orientation.

Have you or has anyone in your household experienced discrimination in housing, employment, or public services in Columbus?

        <1> YES
        <2> NO   [goto Safe1]

        <8> REFUSED   [goto Safe1]
        <9> DON'T KNOW   [goto Safe1]

>crc2<
Did you report this discrimination to the city?

        <1> YES
        <2> NO

        <8> REFUSED
        <9> DON'T KNOW

>Safe1<
Now I'd like to ask you a few questions about safety.

What, if anything, is your main safety concern as a resident of Columbus?

        <1> COMMENTS
        <2> NO COMMENTS

        <8> REFUSED
        <9> DON'T KNOW

>Safe2<
How much do you think individual citizens have to work with the police to prevent crime in Columbus?   Would you say...

    <1> a great deal,
    <2> some,
    <3> only a little, or
    <4> none?

    <8> REFUSED
    <9> DON'T KNOW

>Safe3<
On a scale of 1 to 5, with 1 being "very unsafe" and 5 being "very safe," how safe would you feel walking alone during the day in your neighborhood?

IF RESPONDENT DOES NOT GO OUT, PROBE:
"If you did go out, how safe would you feel walking alone during the day in your neighborhood?"

        <1> VERY UNSAFE
        <2>
        <3>
        <4>
        <5> VERY SAFE

        <7> DON'T GO OUT (VOLUNTEERED)
        <8> REFUSED (VOLUNTEERED)
        <9> DON'T KNOW (VOLUNTEERED)

>Safe4<
Using the same scale, how safe would you feel during the day walking in downtown
Columbus?

IF RESPONDENT DOES NOT GO DOWNTOWN, PROBE:
"If you did, how safe would you feel during the day walking in downtown Columbus?"

       <1> VERY UNSAFE
       <2>
       <3>
       <4>
       <5> VERY SAFE

       <7> DON'T GO DOWNTOWN (VOLUNTEERED)
       <8> REFUSED (VOLUNTEERED)
       <9> DON'T KNOW (VOLUNTEERED)

>Safe5<
Using the same scale, how safe would you feel walking alone after dark in your
neighborhood?

IF RESPONDENT DOES NOT GO OUT, PROBE:
"If you did go out, how safe would you feel walking alone after dark in your
neighborhood?"

       <1> VERY UNSAFE
       <2>
       <3>
       <4>
       <5> VERY SAFE

       <7> DON'T GO OUT (VOLUNTEERED)
       <8> REFUSED (VOLUNTEERED)
       <9> DON'T KNOW (VOLUNTEERED)

>Safe6<
Using the same scale, how safe would you feel walking after dark in downtown
Columbus?

IF RESPONDENT DOES NOT GO DOWNTOWN, PROBE:
"If you did, how safe would you feel walking after dark in downtown Columbus?"

        <1> VERY UNSAFE
        <2>
        <3>
        <4>
        <5> VERY SAFE

        <7> DON'T GO DOWNTOWN (VOLUNTEERED)
        <8> REFUSED (VOLUNTEERED)
        <9> DON'T KNOW (VOLUNTEERED)

>Safe7<
Now I'm going to ask you about some city safety services you may have used in the past
12 months.

First, in the past 12 months, have you or has anyone in your household been the victim of
a crime in Columbus?

        <1> YES
        <2> NO   [goto Safe11]

        <8> REFUSED   [goto Safe11]
        <9> DON'T KNOW   [goto Safe11]

>Safe8<
Did you report (this crime/these crimes) to the Columbus Division of Police?

        <1> YES
        <2> NO   [goto Safe11]

        <8> REFUSED   [goto Safe11]
        <9> DON'T KNOW   [goto Safe11]

>Safe9<
On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," how satisfied are you with the timeliness of the Division of Police in responding to requests for assistance?

        <1> NOT SATISFIED
        <2>
        <3>
        <4>
        <5> VERY SATISFIED

        <8> REFUSED
        <9> DON'T KNOW

>Safe10<
Using the same scale, of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," how satisfied are you with the courtesy of the Division of Police in responding to requests for assistance?

        <1> NOT SATISFIED
        <2>
        <3>
        <4>
        <5> VERY SATISFIED

        <8> REFUSED
        <9> DON'T KNOW

>Safe11<
In the past 12 months, have you or has anyone in your household requested emergency medical assistance from the Columbus Division of Fire, sometimes called the paramedics?

        <1> YES
        <2> NO   [goto Safe13]

        <8> REFUSED   [goto Safe13]
        <9> DON'T KNOW   [goto Safe13]

>Safe12<
On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," how
satisfied are you with the timeliness of the Division of Fire in responding to requests for
emergency medical assistance?

        <1> NOT SATISFIED
        <2>
        <3>
        <4>
        <5> VERY SATISFIED

        <8> REFUSED
        <9> DON'T KNOW

>Safe13<
In the past 12 months, have you or has anyone in your household requested assistance
from the Columbus Division of Fire?

        <1> YES
        <2> NO   [goto Safe15]

        <8> REFUSED   [goto Safe15]
        <9> DON'T KNOW   [goto Safe15]

>Safe14<
On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," how
satisfied are you with the timeliness of the Division of Fire in responding to requests for
assistance?

        <1> NOT SATISFIED
        <2>
        <3>
        <4>
        <5> VERY SATISFIED

        <8> REFUSED
        <9> DON'T KNOW

>Safe15<
In the past 12 months, have you or has any member of your household been stopped by
the Columbus police?

        <1> YES
        <2> NO   [goto PS1]

        <8> REFUSED   [goto PS1]
        <9> DON'T KNOW [goto PS1]

>Safe16<
And was that person treated with fairness and courtesy?

        <1> YES   [goto PS1]
        <2> NO

        <8> REFUSED   [goto PS1]
        <9> DON'T KNOW [goto PS1]

>Safe17<
Briefly, could you tell me about that: that is, how were you or that person treated unfairly
or with a lack of courtesy?

        <1> ENTER COMMENTS
        <2> NO COMMENTS

        <8> REFUSED
        <9> DON'T KNOW

>PS1<
Now I have some questions about traffic in Columbus. When you compare Columbus to
what you know about other cities of a similar size, would you say that the condition of
streets and roads in Columbus is better than, about the same as, or worse than other
cities?

      <1> BETTER
      <2> ABOUT THE SAME
      <3> WORSE

      <8> REFUSED
      <9> DON'T KNOW

>PS2<
There's a lot of construction in Columbus that slows down traffic, but we'd like to know
how you would rate the flow of traffic in other areas. Thinking just of those areas where
there is no construction, how would you rate your ability to get from one place to another
in Columbus without undue delay or congestion? Would you say it was . . .

     <1> Good,
     <2> Fair, or
     <3> Poor?

     <8> REFUSED
     <9> DON'T KNOW

>PS3<
Which of the following is where you encounter the most congestion or delays?

     <1> Your neighborhood,
     <2> Downtown,
     <3> I-670,
     <4> I-270,
     <5> I-71,
     <6> I-70, or
     <7> Route 315?

     <8> REFUSED
     <9> DON'T KNOW

>PS4<
In a typical week, about how many miles do you drive in the city of Columbus?

     <0> NONE
     <1-5555> MILES

     <8888> REFUSED
     <9999> DON'T KNOW

>PS5<
On a scale of 1 to 10 with 1 meaning "very poor quality," and 10 meaning "very high quality," how would you rate the cleanliness of the following roadways in the City of Columbus? Remember, you may use 1, 10, or any number in between.

INTERVIEWER: ENTER 1 TO 10, OR 88 FOR REFUSED, OR 99 FOR DK

a) Your neighborhood   @a
b) Downtown   @b
c) The freeways and expressways   @c

>PS6<
On a scale of 1 to 10 with 1 meaning "very poor quality," and 10 meaning "very high quality," how would you rate the quality of snow removal on the following roadways in the City of Columbus?
Remember, you may use 1, 10, or any number in between.

INTERVIEWER: ENTER 1 TO 10, OR 88 FOR REFUSED, OR 99 FOR DK

a) Your neighborhood   @a
b) Downtown   @b
c) The freeways and expressways   @c

>PS7<
Now, turning to a new subject, the city offers its residents a voluntary recycling program. Those who desire to participate in the voluntary program pay a monthly fee to Rumpke, a private company, to collect their recyclables. Are you aware of this program?

    <1> YES
    <2> NO   [goto PS10]

    <8> REFUSED   [goto PS10]
    <9> DON'T KNOW   [goto PS10]

>PS8<
And, have you participated in this program in the past 12 months?

    <1> YES   [goto PS10]
    <2> NO

    <8> REFUSED   [goto PS10]
    <9> DON'T KNOW   [goto PS10]

>PS9<
Can you tell me why you haven't participated in the program in the last 12 months?

     <1> ENTER COMMENTS
     <2> NO COMMENTS

     <8> REFUSED
     <9> DON'T KNOW

>PS10<
Now, I have several questions concerning trash and garbage pick up. On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," overall how satisfied are you with the trash collection in your neighborhood?

     <1> NOT SATISFIED
     <2>
     <3>
     <4>
     <5> VERY SATISFIED

     <8> REFUSED
     <9> DON'T KNOW

>PS11<
On a scale of 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied," overall how satisfied are you with the timeliness of the trash collection in your neighborhood?

     <1> NOT SATISFIED
     <2>
     <3>
     <4>
     <5> VERY SATISFIED

     <8> REFUSED
     <9> DON'T KNOW

>PS12<
Have you ever called the city about a problem with your trash collection?

     <1> YES
     <2> NO   [goto comment]

     <8> REFUSED   [goto comment]
     <9> DON'T KNOW [goto comment]

>PS13<
Were you treated with fairness and courtesy by city personnel when you called about the problem?

      <1> YES
      <2> NO

      <8> REFUSED
      <9> DON'T KNOW

Now, I'd like to ask you some other background questions for statistical purposes. This is just so we can make sure that we properly represent the residents of Columbus.

>Dem1<
How many years have you lived in the City of Columbus?

 INTERVIEWER: ENTER 0 IF RESPONDENT LIVED FOR LESS THAN ONE YEAR

      <0-100># of years

      <888> REFUSED
      <999> DON'T KNOW

>Dem2<
How long have you lived at your present address?

 INTERVIEWER: ENTER 0 IF RESPONDENT LIVED FOR LESS THAN ONE YEAR

      <0-100># of years

      <888> REFUSED
      <999> DON'T KNOW

>Dem3<
Last week were you working full-time, part-time, going to school, keeping house, retired, or what?

            <1> WORKING FULL-TIME (35 HRS/WK OR MORE)
            <2> WORKING PART-TIME
            <3> WITH JOB BUT VACATION/SICK/ETC
            <4> UNEMPLOYED/LAID OFF
            <5> RETIRED
            <6> IN SCHOOL
            <7> KEEPING HOUSE
            <8> OTHER (SPECIFY)
            <9> REFUSED

>Dem4<
What is your current marital status?

>   <1> MARRIED
>   <2> COHABITATING/LIVING AS MARRIED/ETC
>   <3> DIVORCED
>   <4> SEPARATED
>   <5> SINGLE/NEVER MARRIED
>   <6> WIDOW/WIDOWER
>   <8> REFUSED
>   <9> DON'T KNOW

>Dem5<
Including yourself, how many adults, 18 years or older, live in your household most of
the year?

       # OF ADULTS IN HOUSEHOLD <1-15>

       <88> REFUSED
       <99> DON'T KNOW

>Dem6<
How many children, 17 years of age or younger, live in your household?

       <0> NONE   [goto Dem10]
       # OF CHILDREN IN HOUSEHOLD <1-15>

       <88> REFUSED   [goto Dem10]
       <99> DON'T KNOW   [goto Dem10]

>Dem7<
How many children are enrolled in the Columbus Public Schools?

       <0> NONE
       # OF CHILDREN IN CPS <1-15>

       <88> REFUSED
       <99> DON'T KNOW

>Dem10<
Are you of Hispanic or Latino origin, or is your family originally from a Spanish-speaking country?

    <1> Yes
    <2> No

    <8> REFUSED
    <9> DON'T KNOW

>Dem11<
And, what race or races do you consider yourself?

        1) ALASKAN NATIVE
        2) AMERICAN INDIAN/NATIVE AMERICAN
        3) ASIAN
        41) AFRICAN AMERICAN
        42) BLACK
        5) HISPANIC/LATINO/LATINA/CHICANO/CHICANA
        6) PACIFIC ISLANDER
        7) WHITE/CAUCASIAN
        0) OTHER (SPECIFY)
        88) REFUSED/DK

>Dem12<
What is the highest grade or year of school you have completed?

      <1> <2> <3> <4> <5> <6> <7> <8> ELEMENTARY SCHOOL
      <9> <10> <11> <12> HIGH SCHOOL
      <13> SOME COLLEGE
      <14> ASSOCIATES CERTIFICATE/2 YEAR PROGRAM
      <15> BACHELOR'S DEGREE
      <16> SOME GRADUATE SCHOOL
      <17> MASTER'S DEGREE
      <18> DOCTORATE/ADVANCED DEGREE
      <88> REFUSED
      <99> DON'T KNOW

>Dem13<
In what year were you born?

        <1880-1984>

        <8888> REFUSED

>Dem15<
Are you registered to vote in Franklin County?

    <1> YES
    <2> NO

    <8> REFUSED
    <9> DON'T KNOW

>Dem16a<
We want to make sure we represent people living in all areas of Columbus.
What street do you live on?

>Dem17a<
And, approximately what was your total household income from all sources, before taxes
for 2001?

OF TOTAL HOUSEHOLD INCOME <0-8888887> [goto Dem18]

        <r> REFUSED [goto Dem17b]
        <u> UNCERTAIN [goto Dem17b]

>Dem17b<
Well, then, would you please tell me if it was...

(CONTINUE ON LADDER UNTIL "NO")

                                            <0> more than $10,000?   NO
                                            <1> more than $20,000?   NO
                                            <2> more than $30,000?   NO
<3> more than $40,000?   NO
<4> more than $50,000?   NO
<5> more than $60,000?   NO
<6> more than $75,000?   NO
<7> more than $100,000? NO
<8> more than $150,000? NO
<9> MORE THAN $150,000? YES

<88> REFUSED
<99> UNCERTAIN

(Needed for weighting data.)
>Dem18<
How many different telephone numbers do you have in your home?

TELEPHONE NUMBERS IN HOME <1-20>

<88> REFUSED

5. Results – Individual Departments

Many of the questions on the 2002 Survey attend to both the strategic priorities of the Columbus Covenant and individual departments. For example, questions posed by the Department of Public Safety all attend to the Safety strategic goal. Consequently, all of these questions have been discussed in the previous section.

Some of the questions posed by other departments do not directly touch on the strategic priorities of the City. However, many of these questions provide critical information to departments about their performance, the awareness of citizens with their programs, and the usage of their services. This section reports these results by individual department. Seven departments included questions on the 2002 survey that fall into this category, including the Public Service, Public Utilities, Recreation and Parks, Development, Technology, Health, and Community Relations Departments. Results for each department are discussed as they relate to departmental policy and programmatic issues, and department performance measures.

A. Public Services

i. Policy and Programmatic Issues

As has been the case in past surveys, the 2002 survey asked respondents about their participation in the City's recycling program (operated by Rumpke). In addition, the survey asked respondents about how far they travel on Columbus' streets and roads each week.

a. Recycling Participation

Awareness of the Rumpke recycling program has increased since the last survey. Figure 5.1 compares awareness in 2002 and 2000.

Awareness of the City's recycling program has increased...

Figure 5.1
Awareness of Recylcing Program 2000 vs. 2002

Unfortunately, while awareness has increased, participation has decreased. Figure 5.2 compares participation in 2000 and 2002.[1]

Figure 5.2
Participation in Recylcing Program
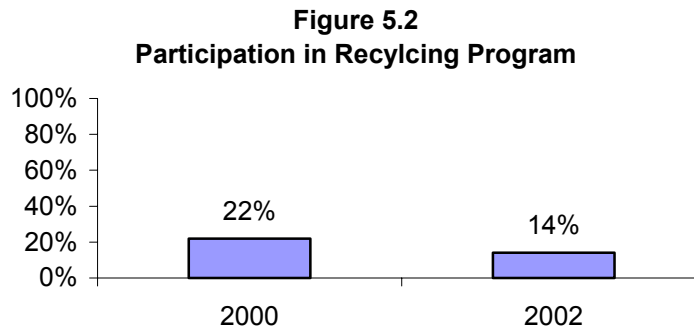
Respondents that indicate that they were aware of the program, but did not participate, were asked about why they have not participated. Table 5.1 reports the results. Almost one third of respondents indicate that they either lack the time, it is inconvenient of they are too lazy. Another quarter of respondents list the cost of the program. On the positive side, 15% of respondents indicate that they do it themselves or someone does it for them. Furthermore, 7% indicate that they lack information about how to sign up and 9% indicate that Rumpke does not service their neighborhood. This suggests that if Rumpke extended their service and more information was available about the program, the percentage of participants might increase.

Time and money cause many respondents not to participate.

Table 5.1
Reasons for Not Participating in Rumpke Recycling Program[2]

No Time, Inconvenient or Too Lazy	29%
Financial Reasons	25%
Do It Myself	10%
Not Enough Recyclables	9%
Rumpke Not Available in Neighborhood	9%
Lack Information about How to Sign Up	7%
Someone Else Does It	5%
Other	6%

---

[1] Total of 455 valid responses from 2000 and total of 721 from 2002.
[2] Table based on 528 responses.

Differences across Service Districts

Many Clintonville/ Northwest respondents participate....

While participation is low in the Rumpke recycling program, there are significant differences across service districts. Figure 5.3 reports the percentage of respondents in each district that participate in the program.

Figure 5.3

....but very few from other districts do.

Two districts report participation rates above the city-wide mean – between 20% to 29% of respondents in Franklinton (3) participate and between 30% to 39% of respondents in Clintonville/Northwest (6) participate. On the other hand, less than 9% of respondents in five service districts – Greater Hilltop/Southwest (2), Far East (7), Near East (8), Northeast (11) and Linden (12) – participate. Between 10-19% of respondents in the five service districts participate.

b. Driving Distances

Many of the performance measures discussed in the next section relate to Columbus roads. As a means of gauging usage, the survey asked respondents to estimate how many miles they drive each week in the City of Columbus. The average for the City as a whole is 113 miles per week. Table 5.2 reports the results by varying distances. About one-third of respondents drive less than 50 miles per week or none at all. On the other hand, one-fifth log more than 200 miles or per week.

About 40% of respondents drive more than 100 miles a week in the City of Columbus....

Table 5.2
Average Miles Driven in the City of Columbus per Week

0 Miles	9%
Less than 50 Miles	27%
50-99 Miles	20%
100-199 Miles	23%
200 Miles or More	20%

Differences across Neighborhoods

Figure 5.4 reports the average miles driven by neighborhood service district. On average, respondents near downtown drive the fewest miles, whereas respondents that live near the outer belt drive more.

....and most of them live around the outer belt.

Figure 5.4
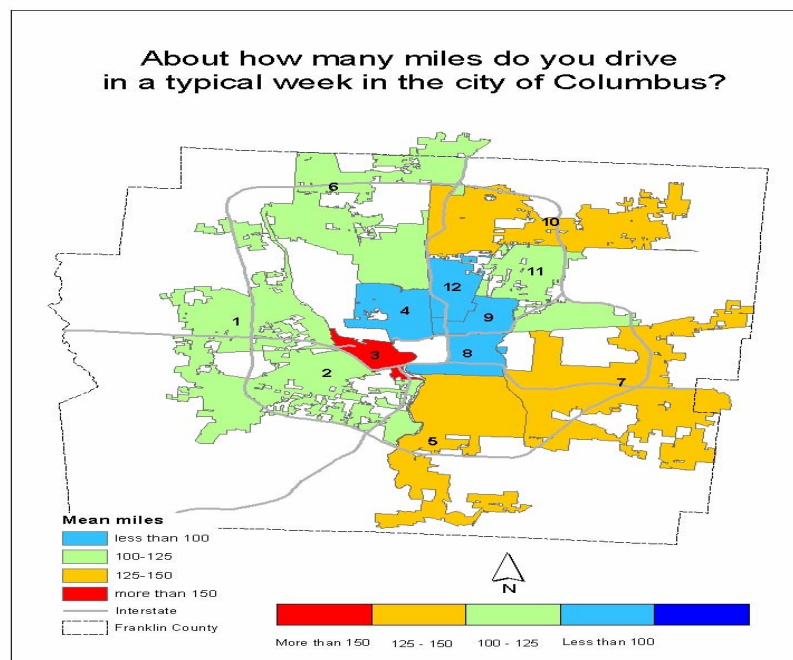
ii. Performance Measures

The 2002 asked a variety of questions that relate to Public Service performance measures. In particular, the survey asked questions about traffic congestion, the condition and cleanliness of roads and streets, snow removal, and trash collection.

a. Traffic Congestion

Respondents were asked to assess their ability to get from one place to another in those areas where there is no construction. This question was asked to gauge traffic flow throughout the City without biasing respondents towards complaining about construction, which is often designed to improve traffic flow. Figure 5.5 reports the results.

Respondents think traffic flow in Columbus is good or fair....

Figure 5.5
Ability to Get from One Place to Another
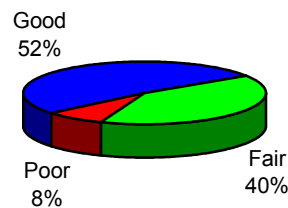
Good
52%

Poor
8%

Fair
40%

In general, respondents give traffic flow high marks. Over half of respondents rated their ability to get from one place to another as "good" and another 40% reported "fair". Less than one-tenth said their ability to get from once place to another was "poor".

The survey also asked respondents to indicate where they found the most congestion. Figure 5.6 reports the results.

....although when they do hit congestion it is most likely on I-71 or I-270.

Figure 5.6
Location of Heaviest Congestion

I-71	26%
I-270	19%
Downtown	18%
I-70	15%
Route 315	9%
I-670	7%
Neighborhood	6%
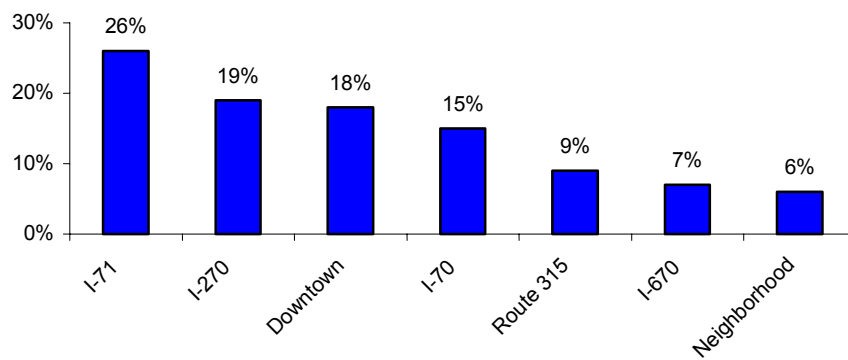
Almost half of respondents indicate they experience the most congestion on the main north-south expressway – I-71 – and the I-270 beltway. In addition, another 18% of respondents select downtown and 15% I-70. Only 7% of respondents identify I-670; this is likely a result of the fact that portions of I-670 have been shut down for construction over the past year and respondents utilize alternative routes for east-west travel.

Differences across Service Districts

Figure 5.7 indicates where the highest percentage of respondents from each service district report that they encounter the most congestion. The largest percentage of respondents in the districts from the west around the periphery to the northeast (1, 6 & 10) report the most congestion on I-270. Respondents in the south, central and eastern districts (2, 3, 5, 7, 8 & 9) are split between I-70 and downtown. Finally, respondents in the University/Village Area (4), Northeast (11), and Linden (12) districts select I-71.

Figure 5.7

Respondents tend to report the heaviest traffic congestion on the freeway or road network near where they live.
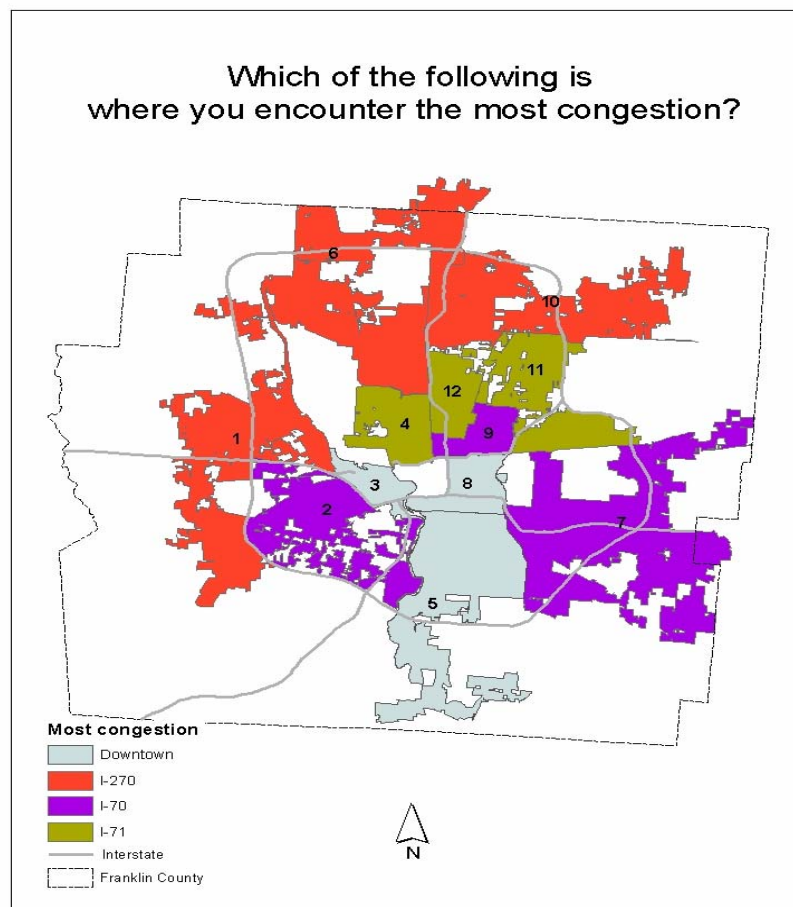
b. Condition and Cleanliness of Roads and Streets

The survey asked several questions about the condition and cleanliness of roads and streets in Columbus. To begin, over half of respondents indicate that the condition of Columbus streets are "about the same" as those of other cities of similar size. Around 27% indicate that they are "better" and only 17% indicate that they are "worse". Figure 5.8 displays these results graphically.

The condition of Columbus streets is about the same as that of cities of a similar size....

Figure 5.8
Condition of Columbus Streets Relative to
Cities of a Similar Size

Better
27%

About the
Same
57%

Worse
16%
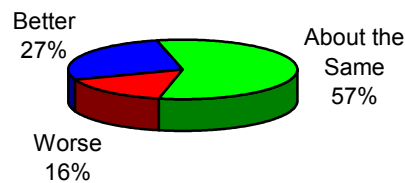
Respondents were also asked to rate the cleanliness of three types of roadways – in their neighborhood, downtown, and on freeways and expressways. The same 10-point scale was used as for other quality ratings, where 1 equals "very poor quality" and 10 equals "very high quality." Figure 5.9 reports the results. All three types of roadways receive ratings around 7.

Figure 5.9
Cleanliness of Various Roadways

....and the roads appear to be clean across the City.

Neighborhood	Downtown	Freeways & Expressways
7.2	7	7.1
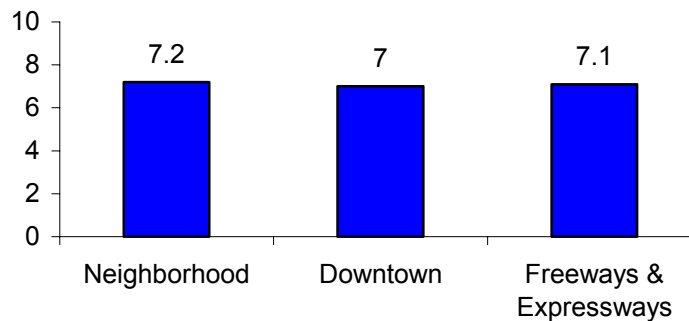
Interestingly, these ratings are all higher than the 6.6 rating respondents give the cleanliness of roads when asked about quality in relation to other city services (see section 3).

Differences across Service Districts

Figure 5.10 displays the average rating by service district of the cleanliness of neighborhood roadways. Except for the Greater Hilltop/Southwest (6) district, the peripheral districts (1, 5, 6, 7, 10 & 11) report ratings on par or above the citywide average. The central districts (3, 4, 8, 9 & 12) all report ratings below the citywide average. Franklinton (3), in particular, reports a rating below 6. In sum, the data suggests that neighborhood roadways in the central districts are less clean than roadways around the periphery of the City.[3]

Figure 5.10

Neighborhood roadways in the center districts are less clean than those around the outside of the City.

How would you rate the cleanliness of your neighborhood roadways?

---
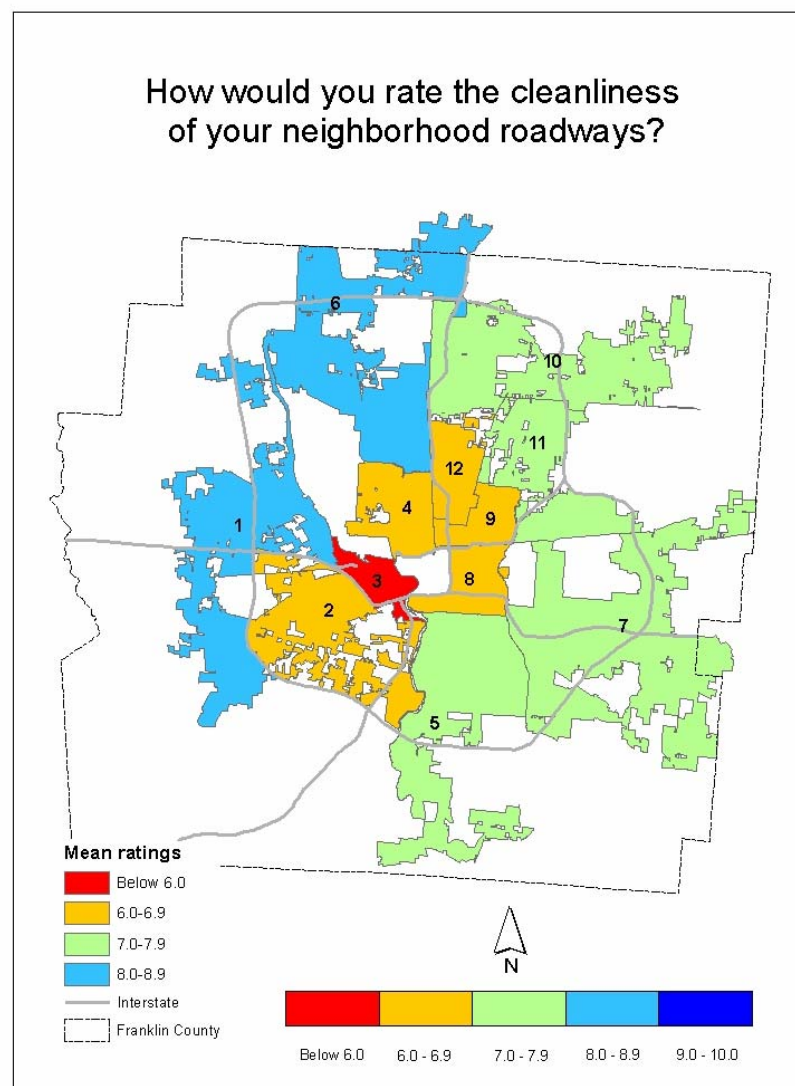
[3] There were no geographic differences in terms of cleanliness ratings of either downtown roadways or freeways and expressways.

c. Snow Removal

Downtown and freeway snow removal get high marks....

Respondents also evaluated the quality of snow removal on the same three types of roads. Figure 5.11 reports the results. Respondents rate the quality of snow removal on downtown roads (7.6) and freeways and expressways (8.1) quite high. On the other hand, they give snow removal in their neighborhood low marks (5.7) comparable to the 6.3 they give snow removal when asked to assess quality in relation to other services provided by the City (see section 3). This suggests that when asked about the quality of snow removal in relation to other services, respondents make a judgment based on the quality of snow removal in their neighborhood.[4]

Figure 5.11
Quality of Snow Removal
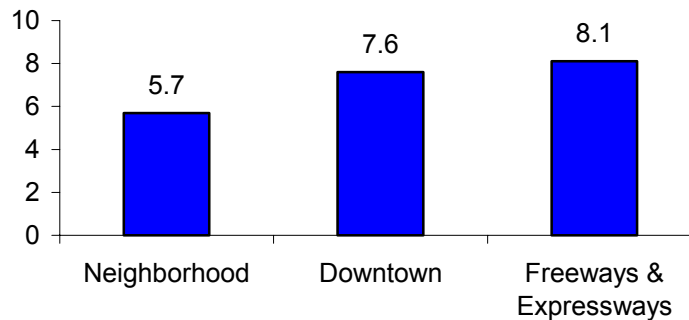
....but neighborhood snow removal gets low marks.

---

[4] There are no perceptible differences in these ratings across neighborhoods.

d. Trash Collection

As reported in section 3, respondents give high marks to the various waste removal services provided by the department. On a 10-point scale where 1 means "very poor quality" and 10 means "very high quality," respondents rated weekly garbage collection with an 8.1, bulk trash collection with a 7.4, and yard waste collection with a 7.2.

As an internal check within the survey, respondents were asked how satisfied they are with trash collection in their neighborhood on a 5-point scale where 1 means "not satisfied" and 5 means "very satisfied." The average rating is a 4.3, comparable to the 8.1 garbage collection rating on the 10-point scale. In addition, respondents were asked how satisfied they are with the timeliness of trash collection in their neighborhood. The average rating is a 4.4. Figure 5.12-1 reports these results graphically.

Satisfaction with trash collection is high....

Figure 5.12-1
Overall Satisfaction with Trash Collection
and with Timeliness of Collection
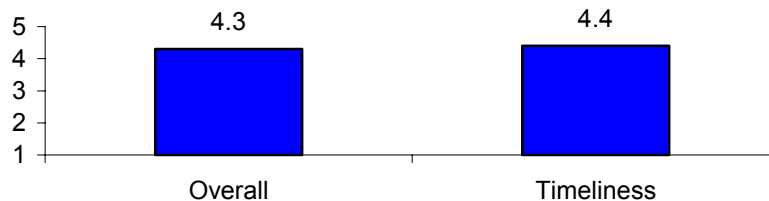
Finally, only 18% of respondents had ever reported a problem with their trash collection to the Department. Of those that had reported a problem, 90% indicated that they were treated with courtesy. Figure 5.12-2 displays this result graphically. As noted in the Customer Service section from the Covenant results, this is a very high percentage relative to other services.[5]

....and Public Service employees are courteous when interacting with the public.

Figure 5.12-2
Courteousness of City Employees when
Reporting Trash Collection Problem

---
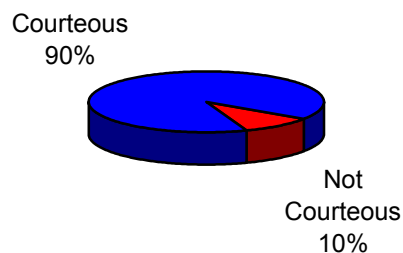
[5] There is little difference in these ratings across service districts and subgroups.

B. Public Utilities

i. Policy and Programmatic Issues

In terms of policy and programmatic issues for Public Utilities, the survey asked questions about street lighting and flooding.

a. Street Lighting

There has been a dramatic increase in the percentage of respondents that have street lighting on their street. In 2000, only 26% of respondents indicated that they had street lights on their street, while in 2002, 75% of residents indicate that they do. Figure 5.13 reports these results graphically.[6]

The majority of respondents now have street lights on their street....

Figure 5.13
Percentage of Respondents with Street Lighting
2000 vs. 2002
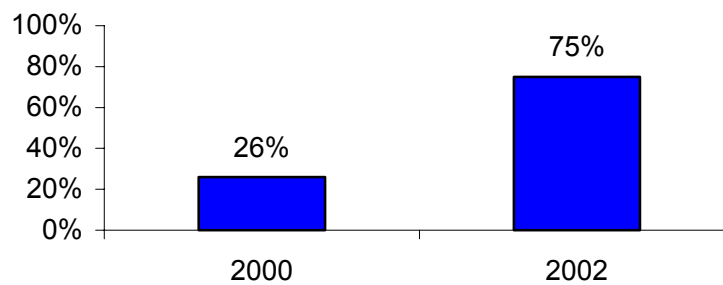
When asked whether street lighting makes streets safer for pedestrians and motorists, almost 90% of respondents indicate either "much safer" or "somewhat safer." Figure 5.14 reports the results graphically.

Figure 5.14
Safety Benefits of Street Lighting

....and most of them think it makes their street safer.

---
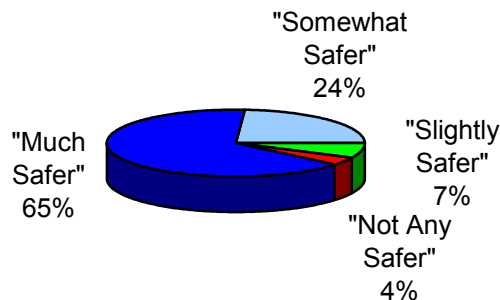
[6] Total of 1185 valid responses.

Of the respondents that indicated that they do not have street lighting on their street, 73% indicated that they would like street lighting.[7] Figure 5.15 reports these results graphically.

Almost three-quarters of respondents who do not have street lights would like them....

Figure 5.15
Percent Who Would Like Street Lights

Finally, 72% of respondents who do not have street lights, but would like them indicated that they would be willing to pay a small fee.[8] This compares with only 45% who would in 2000. Figure 5.16 reports these results graphically.

Figure 5.16
Percent Willing to Pay a Fee for Street Lights
2000 vs. 2002
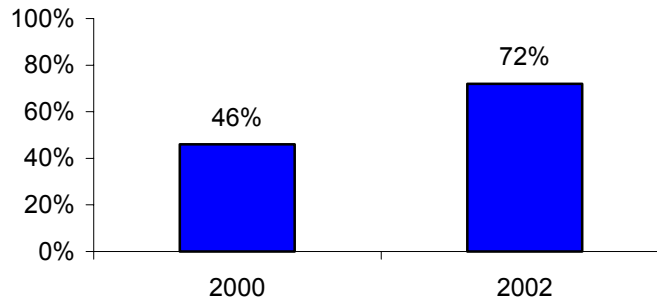
....and almost three-quarters of them would be willing to pay a small fee for street lights.

Differences between Service Districts and Subgroups

While the majority of residents currently have street lights on their street, there are important differences across service districts. There are also interesting differences across subgroups by race and income. Figure 5.17 on the next page reports the percentage of respondents that have street lighting by service district.

---

[7] Total of 287 valid responses.
[8] Total of 192 valid responses.

Figure 5.17

Respondents in the central districts are most likely to have street lights on their streets....
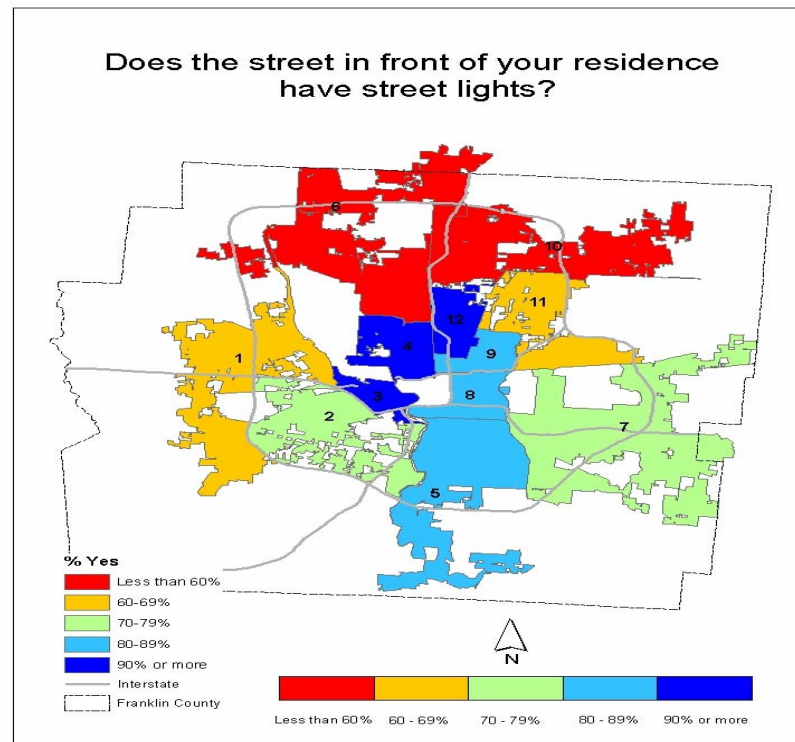
As Figure 5.17 demonstrates, over 80% of respondents in the central and southern districts (3, 4, 8, 9 & 12) report having street lights on their street. In contrast, less than 60% in the northern districts -- Clintonville/Northwest (6) and Far Northeast (10) -- do so.

There are also interesting differences by race. Figure 5.18 reports the percentage of respondents that have street lights by race. African American respondents report the highest percentage at 83%

....as are African American respondents...

Figure 5.18
Percentage of Respondents with
Street Lights by Race
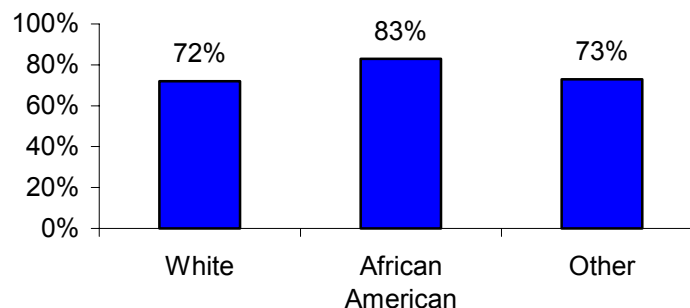
According to Figure 5.19, lower income residents are more likely to have street lighting on their street than higher income residents. While 84% of respondents with incomes of $20,000 or less have street lights, only 54% of respondents with incomes of $75,000 or more do.

....and low income respondents.

Figure 5.19
Percentage of Respondents with Street Lights
by Income

b. Flooding

When asked about neighborhood flooding, 54% of respondents indicated that it never floods, while another 34% indicate that it only floods 1-2 a year during major rainstorms. Only 12% of respondents indicated that they had problems regularly when it rains or every time it rains. Figure 5.20 presents these results graphically.

Almost half of respondents indicate that it floods where they live at least 1-2 times a year...

Figure 5.20
Frequency of Flooding

Respondents that indicate their neighborhood experienced some flooding were asked to rate the seriousness on a 5-point scale, where 1 equals "not very serious" and 5 equals "very serious." The average rating was a 2.7.

Differences across Service Districts

There is some regional variation both in the frequency and the severity of flooding. Figure 5.21 reports the frequency of flooding by service district; the higher the bars, the larger the percentage of respondents that indicate that it floods 1-2 a year, regularly, or every time it rains. While most neighborhoods have a high percentage of respondents that indicate that it floods 1-2 per year, the central neighborhoods (3, 4, 8,

9, 11 & 12) report the highest percentages of respondents that indicate that it floods regularly or every time it rains.

Figure 5.21

....and flooding appears to be the most frequent in the central districts...
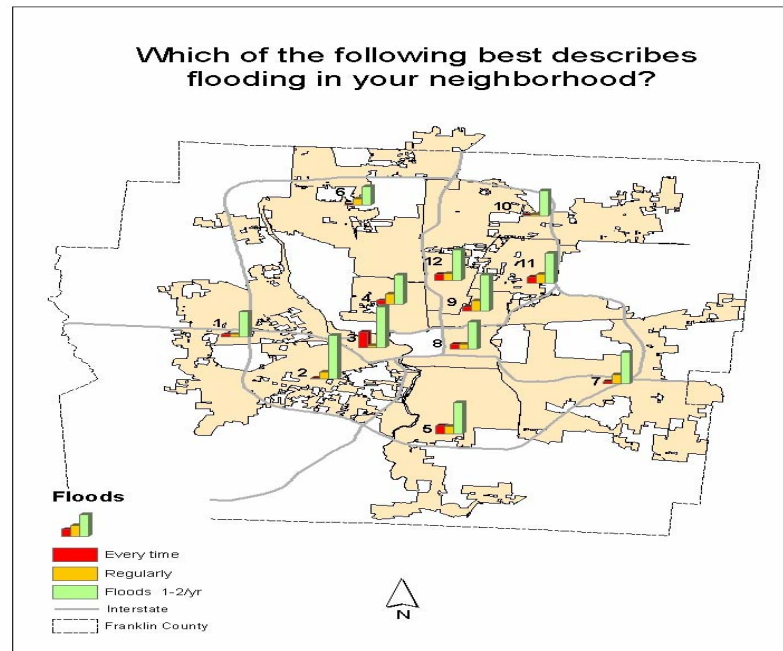
Figure 5.22 reports the average rating of flooding severity by neighborhood. The only difference is for the Franklinton (3) and Near East (8) districts which report severity ratings above the average.

Figure 5.22

....as well as the most severe.
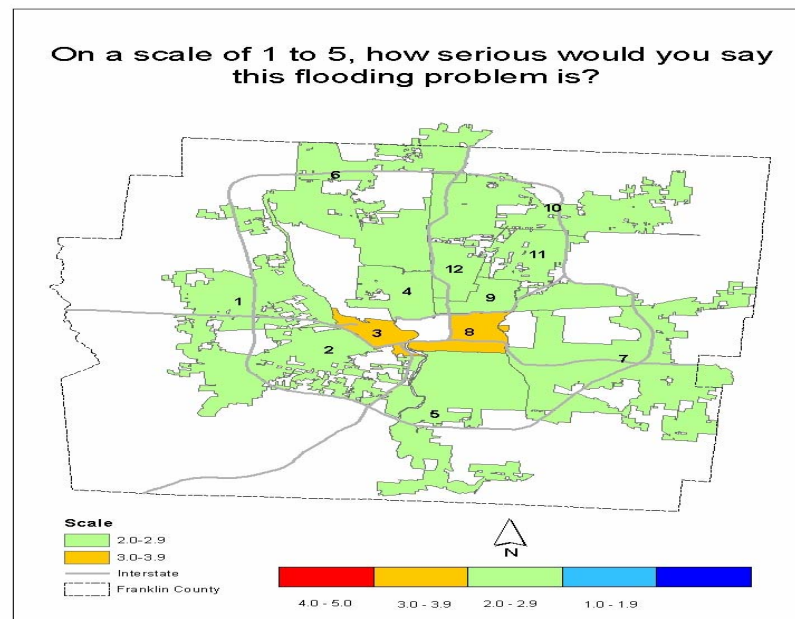
ii. Performance Measures

a. Service Quality Ratings

As reported earlier, three Utility Department services were evaluated on a 10-point scale, where 1 means "very poor quality" and 10 means "very high quality." All three services – drinking water, street lighting, and sewers and drainage – received ratings of 6.8, below the service-wide average of 7.2. However, two of the services are up in relation to previous years – drinking water rose from 6.6 in 2000 and sewers and drainage rose from 6.7 in 2000.[9]

b. Flooding Response

The survey also asked respondents that had experienced flooding at some point during the year whether they had reported the problem to the Utilities Department. Only 25% of respondents reported flooding problems. Figure 5.23 reports these results graphically.[10]

Only one-quarter of respondents that experience flooding report the problem to the Utilities Department...

Figure 5.23
Percentage that Reported Flooding Problems to Department

No
75%

Yes
25%
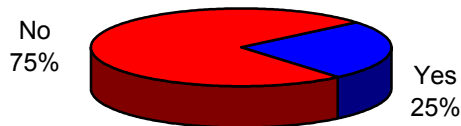
Of those that reported a problem, 57% indicated that the problem was resolved. Figure 5.24 reports these results graphically.[11] This is a notable increase from 2000, when only 38% reported satisfactory resolution.

...but over half of these respondents have the problem resolved satisfactorily.

Figure 5.24
Percentage of Flooding Problems Resolved Satisfactorily

Yes
57%

No
43%

---
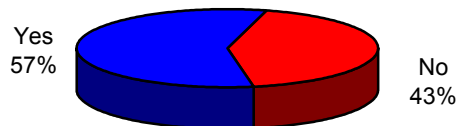
[9] 2002 was the first survey that asked respondents to evaluate street lighting.
[10] Total of 544 valid responses.
[11] Total of 131 valid responses.

C. Recreation and Parks

i. Policy and Programmatic Issues

The survey asked two series of questions of policy and programmatic relevance to the Recreation and Parks departments – one series about recreation program participation and one series about park usage.

a. Recreation Program Participation

Over 40% of respondents participated in at least one recreation program last year...

Just over 41% of respondents had participated in at least one Recreation and Parks program in the past 12 months. Table 5.3 reports respondent participation in Recreation and Parks programs by category of program.

Table 5.3
Recreation Program Participation by Category of Program

Program Category	Percentage	N
Youth Sports	17%	201
Aquatics or Swimming	16%	189
Adult Sports	11%	130
Outdoor Education	11%	130
Arts and Crafts	10%	118
Other Programs[12]	10%	118
Senior Adult Programs	6%	71

...and youth sports and swimming report the highest levels of participation.

Respondents report the highest participation in youth sports (17%) and aquatics or swimming (16%), although participation in these programs is not significantly higher than in the other categories of programs.

b. Park Usage

The survey also asked respondents about which park they visit most frequently. Around 87% of respondents reported visiting at least one park (either City or Metro). While the survey did not ask how frequently respondents visited a park, the fact that such an overwhelming majority of respondents identified a park that they visited frequently, suggests that the parks get heavy usage.

---

[12] Note that respondents that indicated they participated in "other programs" may have actually participated in a program that the Department treats as one of the other categories.

Five parks out of 80 account for 45% of the most frequently visited parks.

Respondents reported over 80 different parks, too many to report here. Table 5.4 reports the top five most frequently visited parks. These five parks account for 45% of the responses, leaving the remaining 55% of responses distributed over 75 other parks.

Table 5.4
Top Five Most Frequently Visited Parks[13]

Goodale Park	10%
Park of Roses/Whetstone Park	10%
Franklin Park	10%
Blacklick Park	8%
Sharon Woods Park	7%

Differences across Service Divisions

Because the sample sizes are low, variation by subgroup and service district in terms of park usage are likely to be inaccurate. However, it is possible to analyze variation in where users of each of the top five parks come from by service district. Figure 5.25 (below) through 5.29 report the number of respondents from each service district that visit each one of these five parks.

Figure 5.25

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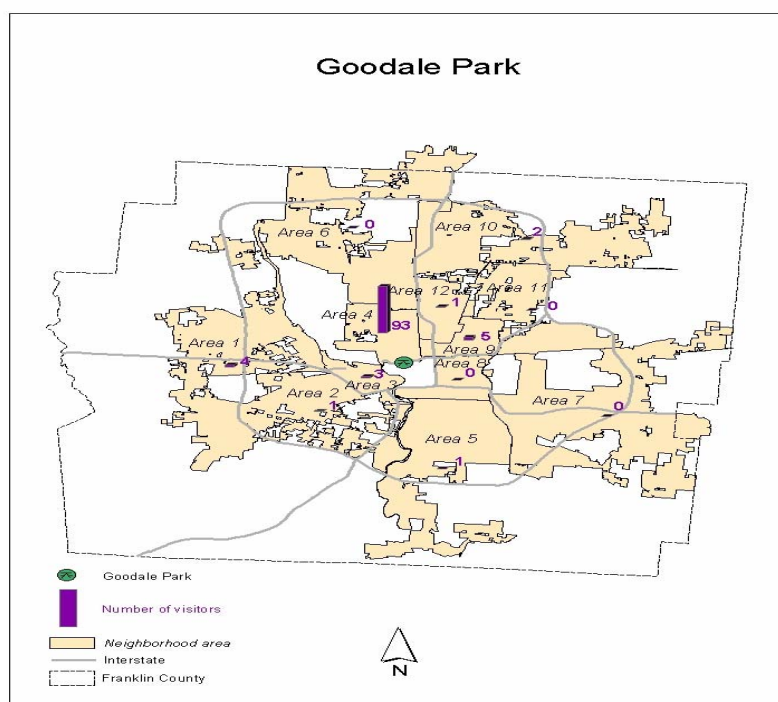
[13] Multiple responses allowed. Total of 1042 valid responses.

Figure 5.26

Figure 5.27

Park of Roses/Whetstone

Franklin Park

Figure 5.28

Figure 5.29

Blacklick Park

Sharon Woods Park
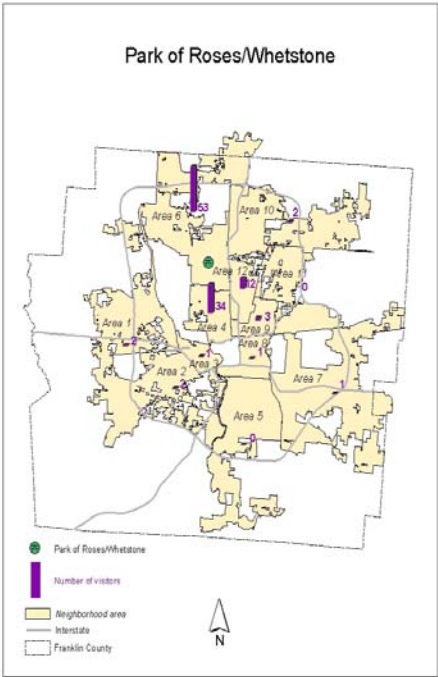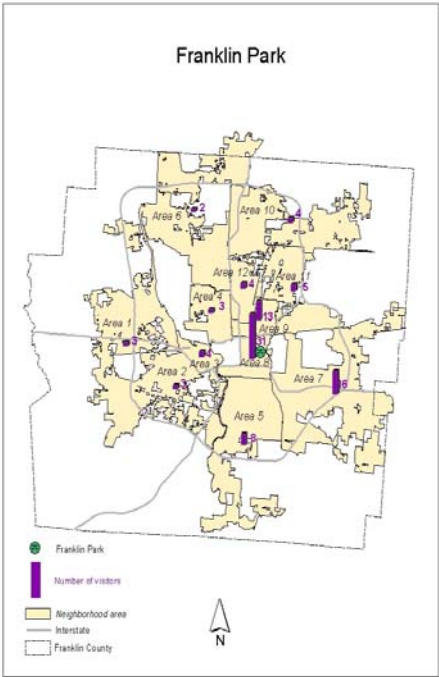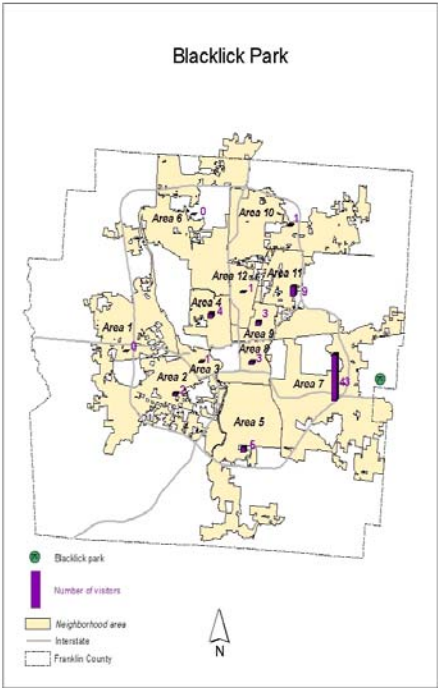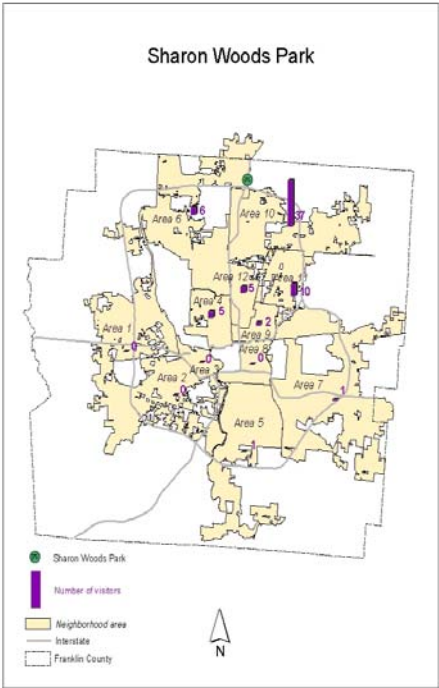
It is interesting to note that Franklin Park and Park of Roses/Whetstone Park attract users from across the City, while the other parks primarily draw users from the district in which they are located and marginally from contiguous districts.

ii. Performance Measures

The survey also asked respondents about the quality of recreational programming and parks throughout the City.

a. Recreational Programming

The survey asked respondents who had participated in one of the Department's programs to rate the quality of the program on a 10-point scale, where 1 means "very poor quality" and 10 means "very high quality." The average rating is a 7.9. Figure 5.30 reports the quality ratings from 1996 to 2002. Quality ratings have improved each year, with a significant jump from 6.9 in 1996 to 7.9 in 2002.

Figure 5.30
Quality Ratings of Recreational Programs
1996-2002
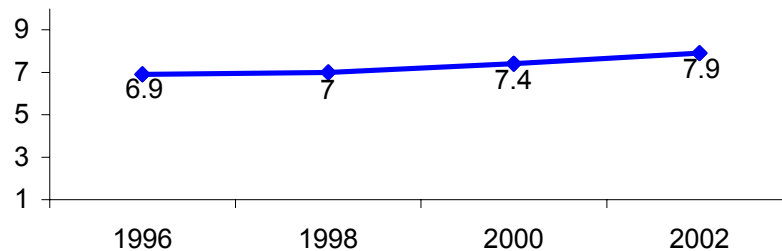
The quality of recreational programs continues to improve...

Respondents were also asked to rate the quality of category of programming in which they participated. Table 5.5 reports the results. All of the programs receive high marks.

...and all categories of recreational programming receive high marks.

Table 5.5
Quality Ratings of Recreational Programs by Type of Program

Program	Rating	N
Senior Adult Programs	8.5	52
Outdoor Education	8.1	137
Other Programs	8.0	128
Arts and Crafts	7.8	105
Aquatics or Swimming	7.7	181
Youth Sports	7.7	212
Adult Sports	7.5	128

b. Park Conditions

As reported in section 3, respondents rate the quality of parks throughout the city with a 7.6 and parks in their neighborhood with a 7.3. In addition, the survey asked about the conditions of Columbus parks that they have visited. Figure 5.31 reports the results.[14]

In spite of the fact that the vast majority of respondents think the current conditions of parks are either "very good" or "good"...

Figure 5.31
Conditions of Columbus Parks
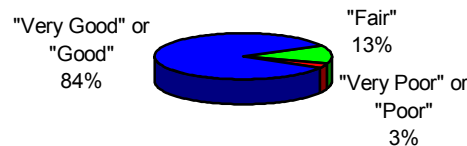
The vast majority of respondents (84%) indicate that the conditions of Columbus parks are either "very good" or "good." Only 3% of respondents report that they are either "very poor" or "poor."

Despite the remarkably high ratings of the conditions of Columbus parks, the survey also asked respondents if they would be willing to support a small increase in their property taxes to support higher park maintenance. Figure 5.32 reports the results.

...many respondents support a tax increase for higher park maintenance.

Figure 5.32
Support for Tax Increase for Higher Park Maintenance

A majority of respondents (54%) support a tax increase, while an additional 6% indicate that it would depend, suggesting that support could increase if a compelling argument existed.

Differences across Service Districts and Subgroups

Because such a large majority of respondents indicated that the condition of Columbus parks is either "very good" or "good" there is little variation across service districts or subgroups. However, there is interesting variation across service districts and subgroups by age in terms of support for a property tax increase to support higher park maintenance. Table 5.6 on the next page reports the percentages in support and opposition by service district. Figure 5.33 reports these results graphically.

---

[14] Total of 1038 valid responses.

Table 5.6
Support for a Property Tax Increase for Higher Park
Maintenance by Service District

Neighborhood	Support	Oppose	Depends
(1) Westland	51%	43%	6%
(2) Greater Hilltop Southwest	53%	43%	3%
(3) Franklinton	44%	48%	8%
(4) University/Village Area	67%	27%	6%
(5) Brewery/German Village/Southside	52%	45%	2%
(6) Clintonville/Northwest	53%	39%	8%
(7) Far East	53%	44%	4%
(8) Near East	47%	47%	6%
(9) North Central	48%	40%	12%
(10) Far Northeast	47%	44%	8%
(11) Northeast	47%	45%	9%
(12) Linden	51%	44%	5%
Columbus Average	**54%**	**40%**	**6%**

Note that support is highest in three of the districts with one of the five most frequently visited parks – University/Village Area (4) with Goodale Park, Clintonville/Northwest (6) with Park of Roses/Whetstone Park, and Far East (7) with Blacklick Park.

Figure 5.33

Support for a tax increase for park maintenance is highest in three of the districts with one of the five most frequently visited parks.

There is also interesting variation by age. Table 5.7 reports support and opposition by age group. Note that there is declining support with age. Only 43% of respondents 60 and older would support a tax increase, while 65% of those between 18 to 29 years old would.
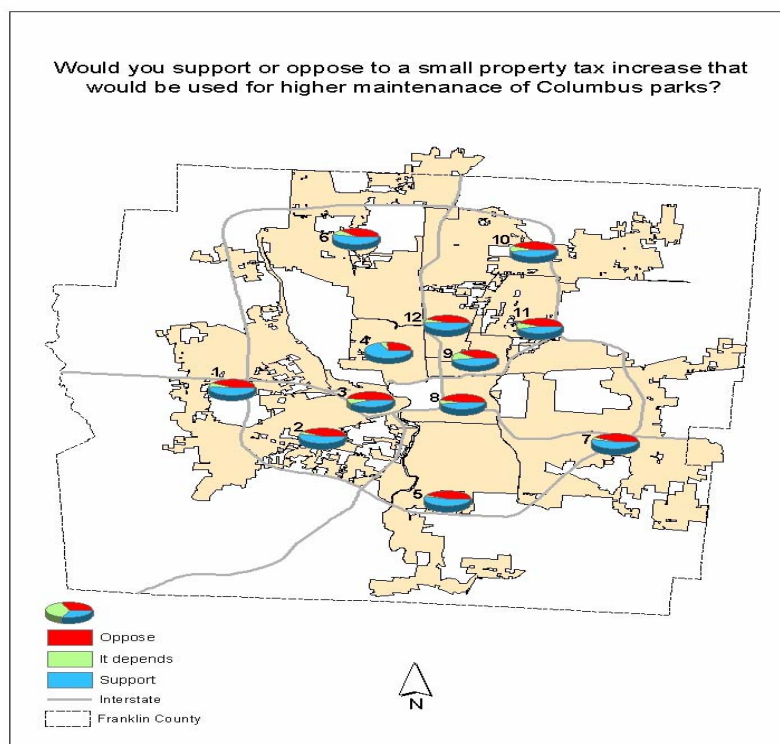
Younger respondents are more supportive of a tax increase for parks than older respondents.

Table 5.7
Support for a Property Tax Increase for Higher Park Maintenance by Age

Position	Age Bracket			
	18-29	30-44	45-59	60+
Support	65%	54%	48%	43%
Oppose	32%	40%	44%	49%
Depends	3%	6%	9%	8%
Total Responses	316	333	258	229

D. Development

i. Policy and Programmatic Issues

Many important development issues have been discussed in other sections of this report, notably in the sections on neighborhoods and downtown development. However, the survey also asked questions about homeownership and homeownership programs that are relevant to the Development Department. They are discussed in this section.

a. Homeownership

To begin, the survey asked whether respondents own or rent their residence. Figure 5.34 reports the results. Around 55% of respondents own their residence (typically a single family home), while 45% rent.

Figure 5.34
Percentage of Respondents that Own or Rent their Residence
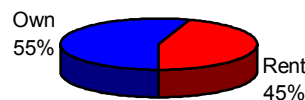
Over half of respondents own their residence...

Own
55%

Rent
45%

Differences across Neighborhoods and Subgroups

There are important geographic variations in ownership. Table 5.8 reports these percentages by service district and Figure 5.35 on the next page reports these percentages graphically.

...although the percentage of respondents that own their residence varies substantially by service district.

Table 5.8
Residence Ownership by Service District

Neighborhood	Own	Rent
(1) Westland	63%	37%
(2) Greater Hilltop Southwest	50%	50%
(3) Franklinton	19%	80%
(4) University/Village Area	57%	42%
(5) Brewery/German Village/Southside	71%	29%
(6) Clintonville/Northwest	64%	36%
(7) Far East	45%	55%
(8) Near East	78%	22%
(9) North Central	62%	38%
(10) Far Northeast	75%	25%
(11) Northeast	61%	39%
(12) Linden	56%	44%
Columbus Average	**55%**	**45%**

Figure 5.35

Almost 80% of respondents in the Near East (8) district own their residence....

....while less than 20% in Franklinton (3) do.
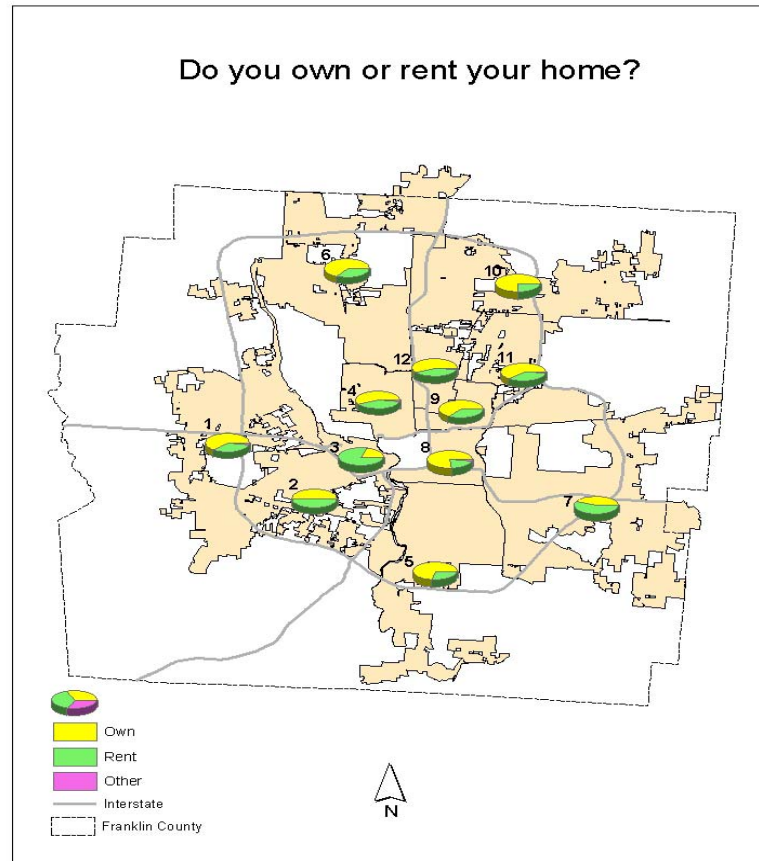
The Franklinton (3) district reports the lowest percentage of homeowners at 17%, while the Brewery/German Village/Southside (5), Near East (8), and Far Northeast (10) districts all report percentages above 70%. This is a substantial range across districts.

b. Plans to Purchase a Home

The survey then asked those respondents that currently rent their residence whether they plan to purchase a home sometime in the next two to three years. Figure 5.36 reports the results.[15]

Almost half of current rents plan to purchase a home in the next two to three years....

Figure 5.36
Plans to Purchase a Home

---

[15] Total of 499 valid responses.

The results are split, with 55% indicating they do not plan to purchase a home and 45% indicating that they do not. The survey then asked renters that did not plan to purchase in the next three years, how interested they are in purchasing someday. The majority indicated that they are "very interested" (56%) or "somewhat interested" (16%).

The survey continued by asking respondents that indicated that they plan to purchase a home a series of questions about their plans. First, these respondents were asked what the biggest obstacle is to homeownership. Figure 5.37 reports the results.[16]

Figure 5.37
Obstacles to Homeownership

....but financial issues are a major obstacle to homeownership.
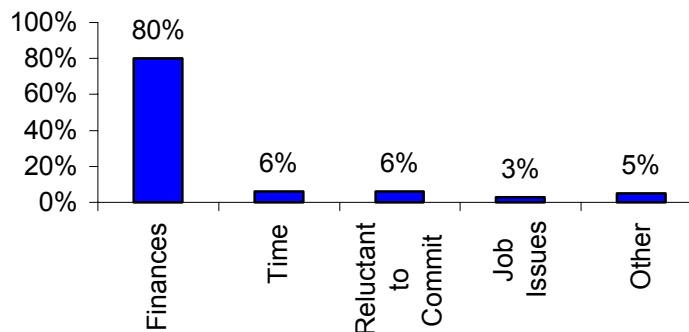
The overwhelming majority of respondents (80%), indicate financial issues, followed by time (6%), reluctance to commit (6%), job issues (3%), or some other obstacle (5%). Clearly financial issues weigh heavy in the purchasing decision.

The survey then asked renting respondents interested in buying a home how likely they were to buy a home outside the City of Columbus. Figure 5.38 reports the results.

Figure 5.38
Likelihood of Buying a House Outside Columbus

Over half of respondents that plan to buy a home are likely to buy a house outside the City of Columbus.
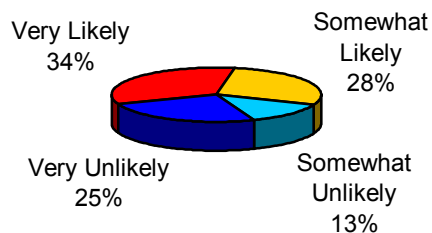
A majority of these respondents indicate that they are either "very likely" (34%) or "somewhat likely" (28%) to buy outside Columbus.

[16] Total of 208 valid responses.

Finally, these respondents were asked about their awareness of two programs offered by the City to increase home ownership – the Housing Trust Fund and the residential tax incentive program. Only 24% of respondents were aware of both of these programs and another 6% respondents indicated that knew of one of the programs, but not the other.[17] Just over 70% of respondents were not aware of either program. Figure 5.39 reports these results graphically.

70% of renters were not aware of the Housing Trust Fund or the Residential Tax Incentive program.

Figure 5.39
Awareness of Housing Trust Fund or
Residential Tax Incentive Program
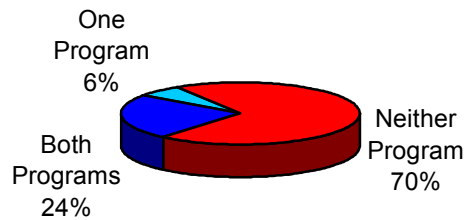
Differences across Service Districts and Subgroups

There are interesting differences across service districts and various subgroups for these questions. It is important to point out that the sample sizes for these questions are low, which makes the accuracy of the estimates less certain. Nonetheless, the differences are stark enough in some cases that it is important to highlight the contrasts.

To begin, there are important differences across race, income, age and voter registration in terms of plans to buy a home. Figure 5.40 reports the percentage of renting respondents that plan to purchase a home by race. While only 39% of white respondents and 42% of respondents from other racial groups plan to purchase in the next two to three years, 60% of African American respondents do.

African American renters are more likely to buy than white renters or renters from other racial groups...

Figure 5.40
Plans to Purchase a Home by Race

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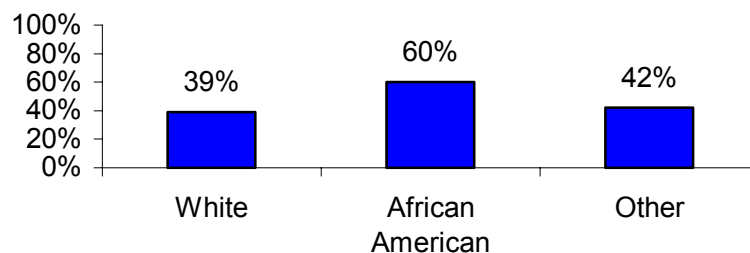
[17] Respondents did not indicate which of the two programs they were aware of.

There are also interesting differences by level of income. Figure 5.41 reports the percentage of respondents that plan to purchase by income.

Figure 5.41
Plans to Purchase Home by Income

...and respondents with more income are more likely to buy than those with less income...
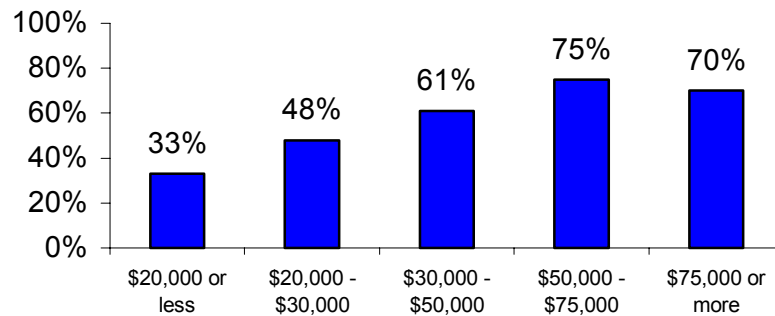
The results corroborate the earlier results that a lack of finances is the primary obstacle to buying a home. Renting respondents with more income are more likely to purchase a home than those with low incomes. Notably, 33% of respondents with incomes less than $20,000 plan to purchase a home in the next two to three years, while 75% of those with incomes between $50,000 and $75,000 do.

There are also differences by age, although not as stark as with race and income. Figure 5.42 reports the percentage of likely homebuyers by age. As to be expected, a low percentage of elderly renters plan to purchase a home (8%), while those in their middle years -- between 30-44 -- report the highest percentage (67%).

Figure 5.42
Plans to Purchase Home by Age

...and middle-aged renters are more likely than renters from other age groups.
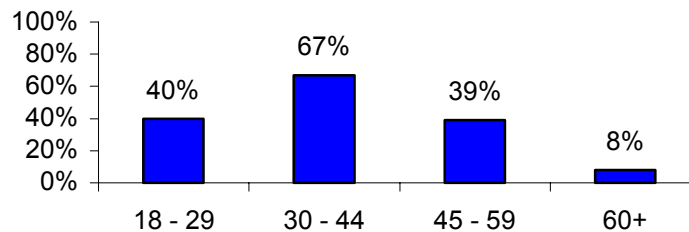
Finally there is an interesting difference between respondents that are registered to vote and those that are not. Just over half (52%) of registered voters that rent plan to purchase a home in the next two to three years, while only 33% of those not registered to vote plan to.

There is notable geographic variation among renters that plan to buy outside the City. Figure 5.43 reports the percentage that plan to purchase outside the City by service district.

Figure 5.43

Renters in the Clintonville/ Northwest (6) district are more likely to purchase a house outside the City than residents from other districts...
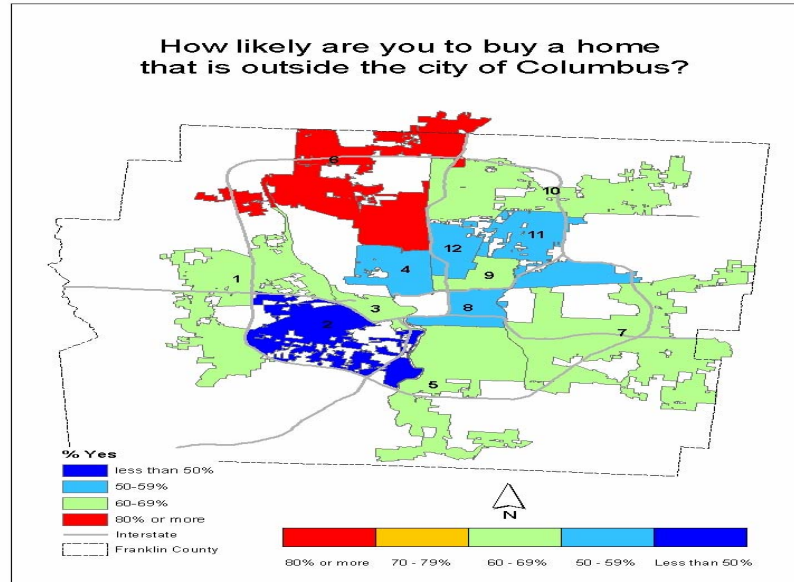
While many service districts report percentages around the city-wide average of 62% ("very likely" and "somewhat likely" combined), there are some stark contrasts. Notably, the Clintonville/Northwest (6) district has the highest percentage (80% or more) of respondents that plan to purchase outside the City. On the other hand, the Greater Hilltop/Southwest (2) district has the lowest percentage (less than 50%) that plan to purchase outside the City.

There are also interesting differences by race and income. Figure 5.44 reports the percentage of renting respondents that plan to purchase a home outside the City by race. White respondents and respondents from other racial groups appear more likely to leave than African American respondents. While 66% of white respondents and 68% of respondents from other racial groups plan to purchase a home outside the City, only 53% of African American respondents do.

...but African American renters are less likely to buy outside the City than white renters or renters from other racial groups...

Figure 5.44
Plans to Purchase a Home Outside the City by Race
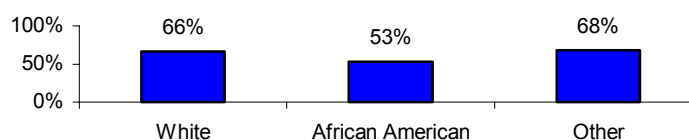
Figure 5.45 reports the percentage of renting respondents that plan to purchase a home outside the City by income. Both respondents with low and very high incomes appear to be more likely to purchase outside the city. Notably, 66% of respondents with incomes $20,000 or less and 72% of those with incomes $75,000 or more plan to purchase outside the city, while only 50% of those with incomes between $50,000 and $75,000 plan to do so.

...and middle-income renters are less likely than either low income or high income residents to buy outside the City.

Figure 5.45
Plans to Purchase Home Outside the City by Income
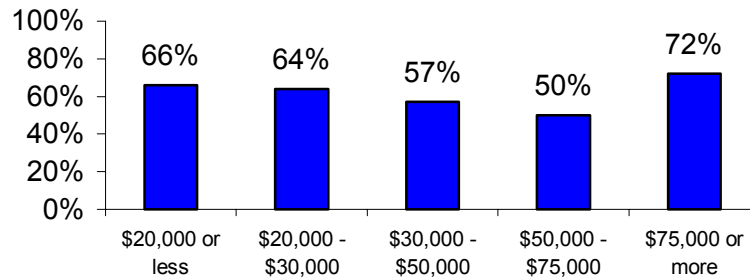
E. Technology

i. Policy and Programmatic Issues

The majority of respondents have internet access either from home or someplace else...

A key policy question for the Technology Department is whether residents have access to the internet. Columbus ranks high on internet access in national surveys (i.e. 8th in Yahoo's 2000 "Most Wired Cities" in terms of percentage of residents with internet access), and the 2002 survey provides support for this ranking. Figure 5.46 reports the percentage of respondents with internet access.

Figure 5.46
Percentage of Respondents with and
without Internet Access
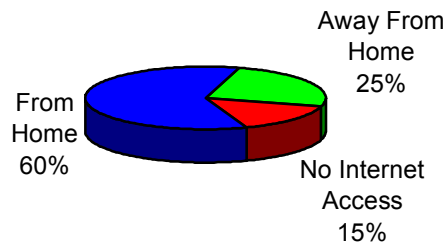
Only 15% of respondents do not have internet access, while 60% have access from home and 25% have access from someplace else.

...although access varies dramatically by neighborhood service district.

Differences across Service Districts and Subgroups

While internet access is high, access varies across service districts and subgroups. Table 5.9 reports access by service district.

Table 5.9
Internet Access by Service District

Neighborhood	From Home	Someplace Else	No Access
(1) Westland	79%	14%	7%
(2) Greater Hilltop Southwest	53%	30%	17%
(3) Franklinton	39%	22%	38%
(4) University/Village Area	76%	19%	4%
(5) Brewery/German Village/Southside	53%	28%	19%
(6) Clintonville/Northwest	74%	12%	14%
(7) Far East	58%	31%	10%
(8) Near East	36%	40%	24%
(9) North Central	30%	41%	30%
(10) Far Northeast	63%	26%	11%
(11) Northeast	56%	24%	20%
(12) Linden	53%	25%	22%
Columbus Average	**60%**	**25%**	**15%**

As Table 5.9 reports, access varies dramatically by service district. Figure 5.47 below reports these results geographically. The peripheral districts (1, 2, 5, 6, 7, 10 & 11) all report home access above 50% and total access above 80% (home and away from home combined). In addition, the University/Village Area (4) district reports high levels of access either from home (76%) or away from home (19%). This is not surprising given that a large percentage of the residents in this district are students at Ohio State University.

The peripheral districts report the highest levels of internet access...

Figure 5.47
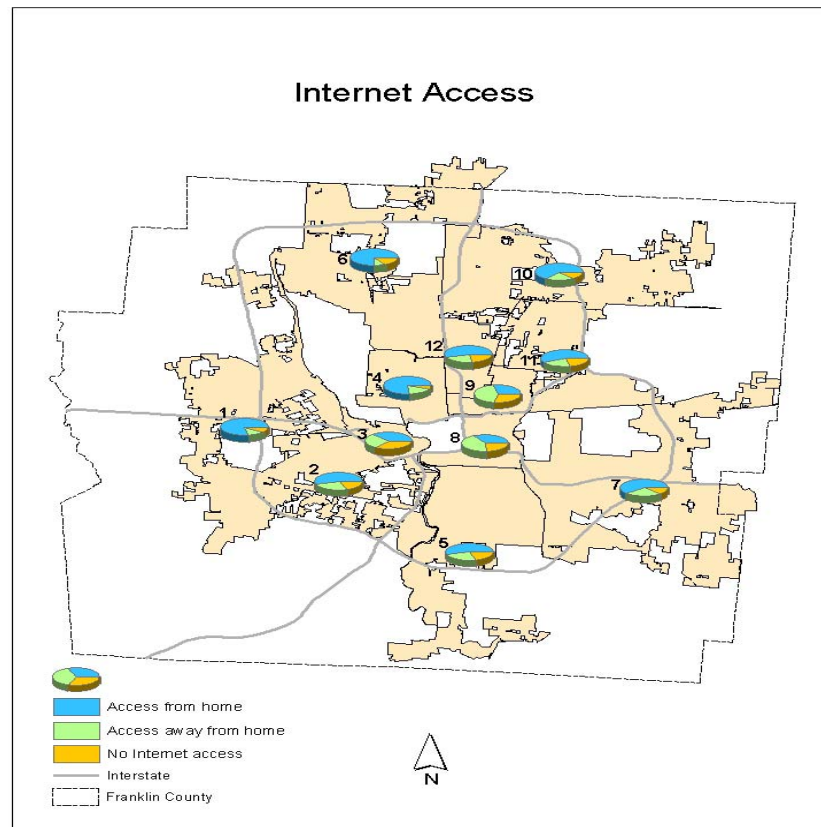
...while the central districts report the lowest levels of access.

On the other hand, the central service districts (3, 8 & 9) all report access from home at less than 40% and total access less than 80%.

There are also important differences across subgroups, notably by age, income, education and race. To begin, as Table 5.10 reports on the next page, older residents are more likely to report having no internet access in comparison to younger residents. While all respondents report equal access from someplace else (25%), there are dramatic differences between the highest and lowest age brackets in terms of access from home or no access. Just over 72% of respondents between 18 and 29 years of age have access from home, while only 3% in this age bracket have no access at all. In comparison, only 31% of

Younger residents are much likely to have internet access than older residents…

respondents 60 or older have access from home and 44% have no access at all. This suggests that the City will have a much harder time reaching older users with its web based programming.

Table 5.10
Internet Access by Age

Access	Age Bracket			
	18-29	30-44	45-59	60+
From Home	72%	68%	62%	31%
Someplace Else	25%	25%	25%	25%
No Access	3%	7%	13%	44%
Total Responses	327	345	261	238

As Tables 5.11 and 5.12 (on the next page) report, there are also important differences across levels of education and income.

Table 5.11
Internet Access by Education Level

Access	Education Level			
	Some High School	High School Grad	Some College	College Grad
From Home	25%	40%	68%	79%
Someplace Else	36%	34%	23%	17%
No Access	39%	26%	9%	5%
Total Responses	118	307	361	397

…and respondents with higher levels of education and income report higher rates of access than respondents with lower levels of education and income.

There is a striking relationship between both education and income levels and internet access. Respondents with higher levels of education report higher rates of access to the internet, both from home or away from home. For example, 79% of college graduates report access from home, while 40% of high school graduates and only 25% of respondents with some high school report access from home. In addition, these later two groups both report high levels of no access. Similarly, respondents with high levels of income report higher rates of access from home or away from home, while respondents with low levels of income report low rates of access. As was the case with age, it will be difficult to reach residents with low incomes and education levels with web based content and programming.

Table 5.12
Internet Access by Income Level

Contact Preference	Income Level				
	Less Than $20,000	$20,000 to $30,000	$30,000 to $50,000	$50,000 to $75,000	More Than $75,000
From Home	40%	57%	71%	75%	87%
Someplace Else	33%	29%	20%	20%	10%
No Access	27%	14%	8%	5%	3%
Total Responses	317	175	266	172	126

African American respondents report the lowest levels of internet access from home.

As Table 5.13 reports, there are also striking differences by race. While there are no remarkable differences between white respondents and respondents from all other racial groups, African American respondents report much lower rates of access from home. Interestingly, African American respondents close the gap with the other two racial categories somewhat because they report high levels of access from someplace else. However, they report appreciably high rates of no access (21%) than white respondents (12%) and respondents from other racial groups (14%).

Table 5.13
Internet Access by Race

Access	Race		
	African American	White	All Other
From Home	45%	67%	64%
Someplace Else	34%	21%	22%
No Access	21%	12%	14%
Total Responses	343	759	86

The percentage of respondents with internet access that have visited the City's website has increased from 32% in 2000 to 42% in 2002.

ii. Performance Measures

There are several questions on the survey that attend to performance objectives of the Technology Department. Most of these questions relate to the use and usability of the City of Columbus' website. Almost 42% of respondents that had internet access had visited the City's website. This is a considerable increase from 32% in 2000.

Table 5.14 reports the percentage or respondents who have accessed the City's website that sought out information, downloaded a form or application, registered for a program on-line, or did something else. Most respondents who have visited the information went seeking information (93%). Over a quarter of respondents downloaded a form or application, and only 5% registered for a program.

Table 5.14
Percentage of Respondents that Performed Different Activities when Visiting a City Website[18]

	Percentage	**Responses**
Search for Information	93%	423
Download Form or Application	28%	422
Register for a Program	5%	424
Something Else	20%	413

Figure 5.48 reports respondent's ratings of the ease of use of the website in comparison to other websites they have used. In general, respondents find the City's website as easy to use as other websites they have visited. The majority of respondents (70%) rate the website as "average" in comparison to other websites, while 20% rate it easier ("much easier" or "slightly easier"). Only 10% find it harder ("much harder" or "slightly harder").[19]

...and most of these respondents find the website easy to use in comparison to other websites.

Figure 5.48
Ease of Use of the City of Columbus Website in Comparison to Other Websites

Average 70%

Harder 10%

Easier 20%

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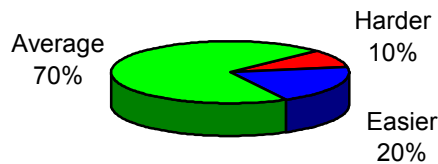
[18] Categories are not mutually exclusive.
[19] There are no appreciable differences across neighborhoods or subgroups in terms of ease of use.

F. Health Department

i. Policy and Programmatic Issues

The survey includes a key question regarding the Health Department's policy and programmatic concerns. Figure 5.49 reports respondent opinions about what the most important health issues in Columbus are.

Almost one-third of respondents think obesity is the most important health issue in Columbus…

Figure 5.49
Most Important Health Issues in Columbus
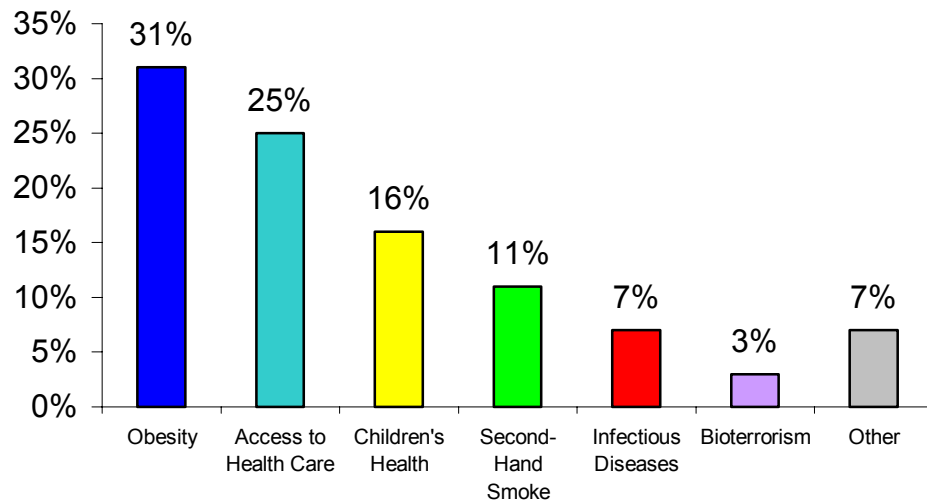
…and only 10% identify either infectious diseases or bio-terrorism.

Responses to this question shed light on important health priorities in the community. Over 30% of respondents indicate that obesity is the primary health problem. This suggests that programs like "Commit to be Fit" have raised awareness about high levels of obesity. A quarter of respondents select access to health care, while one-sixth of respondents select children's health and one-tenth second-hand smoke. Interestingly, given the war-on-terrorism and the recent wave of anthrax scares only 7% select infectious disease and only 3% bio-terrorism. Seven-percent select some other health problem.

Differences between Service Districts and Subgroups

There are important differences in health priorities across service districts. As Figure 5.50 displays, the peripheral service districts (1, 2, 5, 6, 7, 10 & 11) clearly select obesity as the most important issue, while the central districts (3, 4, 8, 9 & 12) report a more balanced set of important issues, including access to health care and children's health in addition to obesity.

Figure 5.50

The peripheral service districts clearly select obesity as the most important health issue...

The Most Important Health Issue
Facing Columbus

Obesity
Access to health care
Children's health
Second-hand smoke
Infectious diseases
Bioterrorism
Interstate
Franklin County

N
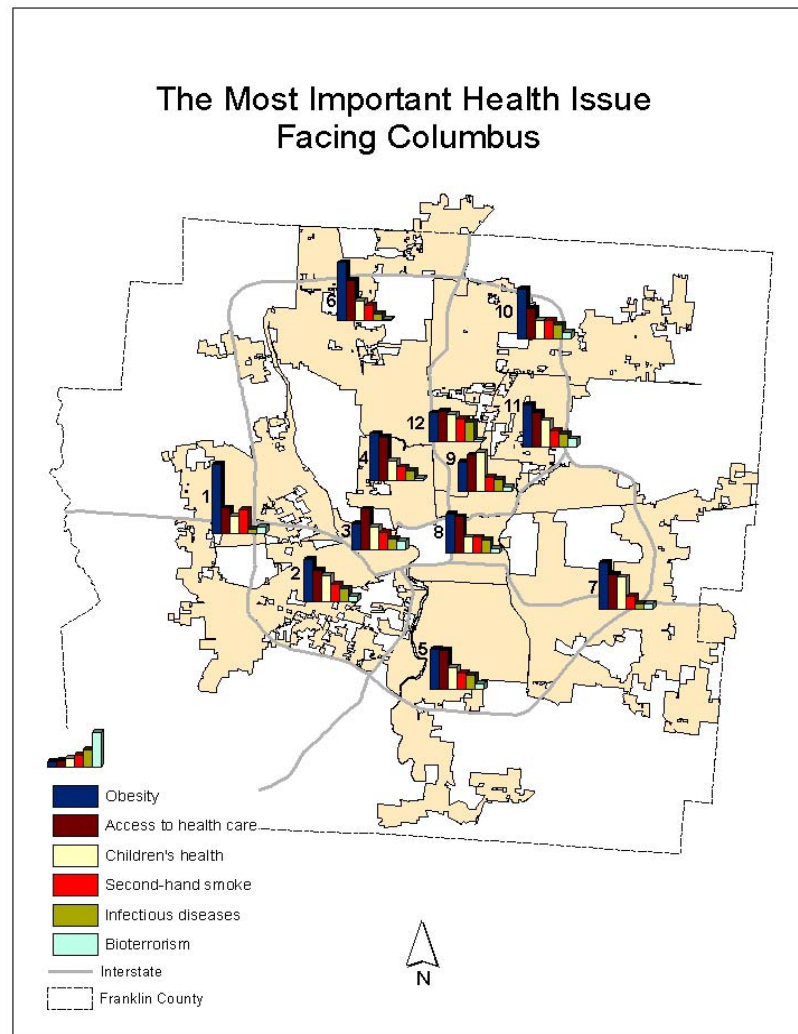
...while access to health care and children's health are selected more frequently in the center of the City.

Table 5.15 on the next page reports the results by service district with the highest response in each district highlighted in red. The Franklinton (3) and Linden (12) districts rate access to health care as the most important issue, while the North Central (9) district reports children's health. All other districts rate obesity first.

Table 5.15
Most Important Health Issue Facing Columbus by Service District

Neighborhood	Obesity	Access to Health Care	Children's Health	Second-Hand Smoke	Bio-terrorism
(1) Westland	47%	17%	11%	16%	4%
(2) Greater Hilltop Southwest	29%	21%	18%	12%	3%
(3) Franklinton	18%	28%	16%	12%	6%
(4) University/Village Area	32%	30%	13%	9%	1%
(5) Brewery/German Village/Southside	28%	27%	15%	11%	4%
(6) Clintonville/Northwest	39%	27%	13%	10%	1%
(7) Far East	32%	24%	22%	9%	4%
(8) Near East	27%	25%	11%	11%	3%
(9) North Central	20%	25%	27%	10%	3%
(10) Far Northeast	34%	20%	12%	12%	4%
(11) Northeast	29%	23%	18%	11%	5%
(12) Linden	20%	21%	18%	16%	1%
Columbus Average	**31%**	**25%**	**16%**	**11%**	**3%**

Respondents with more income and education select obesity more often than respondents with less income and education.

There are also important differences by education, income, race and whether respondents have children. To begin, while 32% of respondents with some college education and 42% of those with a college degree rate obesity as the most important health issue, only 21% of those with only a high school degree and 12% of those without a high school degree select obesity. Instead, respondents in these education categories rate access to health care, children's health, and exposure to second-hand smoke higher. A similar pattern exists for respondents across income groups; higher income respondents select obesity more often than lower income respondents.

White respondents (34%) select obesity more often than African American respondents or respondents from other racial groups (both 24%). All three groups select access to health care at similar levels (around 25%). African American respondents (19%) select children's health more often than white respondents (15%) and respondents from other groups (10%). Respondents from other racial groups (13%) report other issues almost twice as often as the other groups (both 7%).

Finally, respondents with children (23%) select children's health almost twice as often as those without (12%).

ii. Performance Measures

The 2002 survey asked respondents to rate the Health Department on how well they are doing their job. On a four-point scale, where 1 means "poor" and 4 means "excellent", the average rating is a 2.2.[20]

Figure 5.51 reports the percentage of respondents in each of the four rating categories. The overwhelming majority of respondents give the Department a highly positive rating (60% "good" and 12% "excellent"). Only 3% feel that the Department has done a poor job.

The Columbus Health Department gets high ratings…

Figure 5.51
Ratings of the Job Done by the
Columbus Health Department
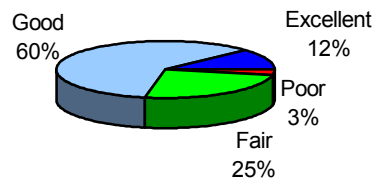
Differences across Subgroups

Interestingly there are no important differences across service districts. However, there are differences across racial groups and respondents with children and without. Figure 5.52 reports ratings by race.

…although on average white respondents give the department higher ratings than other racial groups...

Figure 5.52
Ratings of Health Department by Race
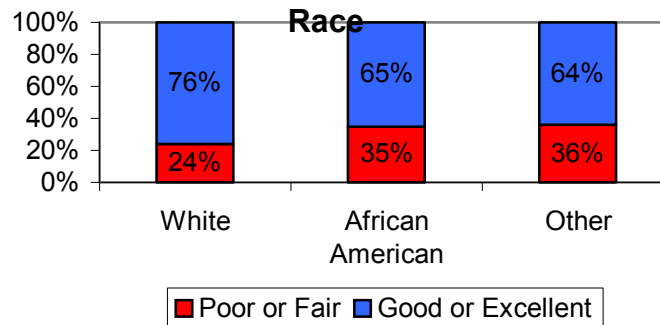
White respondents rate the Department's performance higher on average than African American respondents or respondents from other racial groups. While 76% of white respondents rate the Department's performance as "good" or "excellent", only 65% of African American

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[20] Total of 1074 valid responses.

respondents do and only 64% of respondents from other racial groups.[21]

Figure 5.53 reports the Department's ratings by respondents with children and without. Respondents without children rate the Department higher on average than those with children. While 75% of respondents without children rate the Department's performance as "good" or "excellent", only 66% of those with children do.

...and respondents without children give higher marks to the Department than those with children.

Figure 5.53
Ratings of Health Department by
Children/No Children

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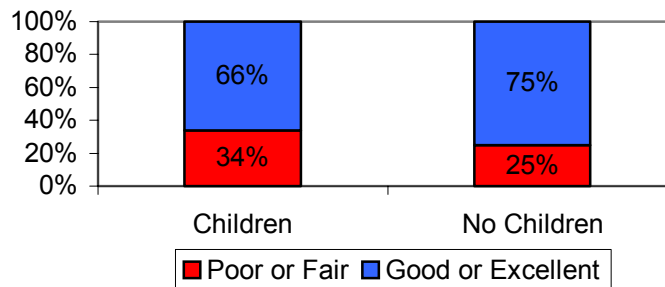
[21] 658 white respondents; 320 African American respondents; and 69 respondents from other racial groups.

G. Community Relations

i. Policy and Programmatic Issues

Only 14% of respondents indicate that they have experienced discrimination ....

The survey only asked two questions that attend to the policy and programmatic priorities of the Department of Community Relations, but they are significant questions. The survey first asked respondents if they or anyone in their household had experienced discrimination in housing, employment or public services in Columbus. The survey then asked those respondents that indicated that they had experienced discrimination whether they had reported it to the City. Figures 5.54 and 5.55 report the results from these two questions.[22]

Figure 5.54
Percentage of Respondents Who
Have Experienced Discrimination in
Housing, Employment, or Public
Services
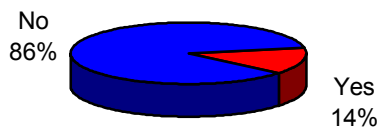
Figure 5.55
Percentage of Respondents Who
Reported Discrimination to the City
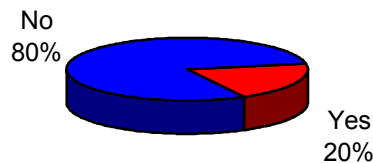
...but only 20% of those respondents have reported the incident to the City.

Just over one in seven respondents report that they had experienced some form of discrimination. While this is not an inordinately high ratio, it still suggests there is more to be done to reduce the prevalence of discrimination in Columbus. More troubling is that only 20% of those that experienced discrimination reported it to the City. One explanation may be that respondents are unaware what services the City offers to respond to reports of discrimination. A more troubling interpretation is that respondents do not feel the City has the means to address the discrimination they suffered. Unfortunately the data do

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[22] Total of 1181 valid responses for Figure 5.54; total of 158 valid responses for Figure 5.55.

not provide conclusive evidence in support of either explanation. They only point to the problem.

Differences across Subgroups

Because the sample sizes are so low, we do not report differences across neighborhoods. However, there are important differences to point out across racial groups to highlight. Figure 5.56 reports the percentage of respondents that indicate that they have experienced discrimination by racial group.

Respondents of color indicate they have experienced discrimination at over twice the level of white respondents.

Figure 5.56
Percentage of Respondents Who
Reported Discrimination by Race
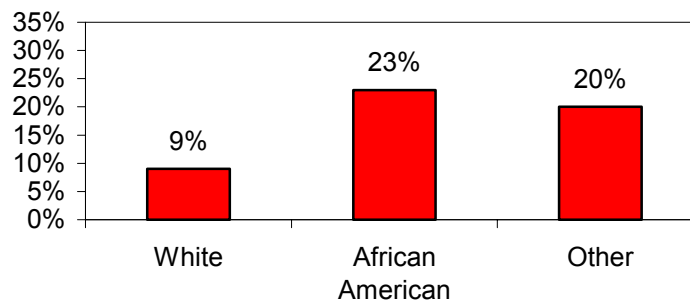
While only 9% of white respondents indicate they have suffered discrimination, 23% of African American respondents and 20% of respondents from other racial groups report that they have. This is a notable difference.

4. Results – Columbus Covenant

In 2000, the City of Columbus adopted the Columbus Covenant, a set of principles and goals to guide the management of the City. The Columbus Covenant is reproduced below in Figure 4.1. This section reports results from the 2002 survey that shed light on progress towards attaining the goals established in the Covenant.[1]

Figure 4.1
The Columbus Covenant 2000

Vision

To be the best city in the nation in which to live, work, and raise a family.

Mission

To provide leadership that will inspire: high standards of excellence in the delivery of city services; a spirit of cooperation, pride and responsibility to achieve strong, safe, and healthy neighborhoods; and, a shared economic prosperity and enhanced quality of life. We undertake this mission believing and knowing that we can make a difference for future generations.

Principles of Progress

❖ Prepare our city for the next generation
❖ Promote a diverse and vibrant economy that offers everyone an opportunity to share in our prosperity
❖ Delivery measurable, quality public services and results to our residents
❖ Advance our neighborhoods
❖ Challenge ourselves to realize our city's promise and potential

Strategic Goals

Neighborhoods	engage and promote strong, distinct, and vibrant neighborhoods
Safety	enhance the delivery of safety services
Downtown Development	develop a vibrant and thriving downtown that is recognized as an asset for the region
Economic Development and Technology	provide an atmosphere that promotes job creation and economic growth in existing and emerging industries
Education	encourage and promote participation in learning opportunities
Customer Service	provide quality and efficient service delivery to customers using "best practices"
Peak Performance	invest in all city employees and develop systems that support a high-performing city government

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[1] The 2002 survey includes questions that speak to all of the strategic goals except the Economic Development and Technology goal.

A. Neighborhoods

…engage and promote strong, distinct, and vibrant neighborhoods…

The primary advantage of the 2002 Survey over previous versions of
the survey is that the way data were gathered allows for accurate
comparisons not simply between center and suburb, but across all 12
of the City's neighborhood service districts. Figure 4.2 displays the
boundaries and names of each of the 12 service districts.

Figure 4.2
Columbus' 12 Service Districts
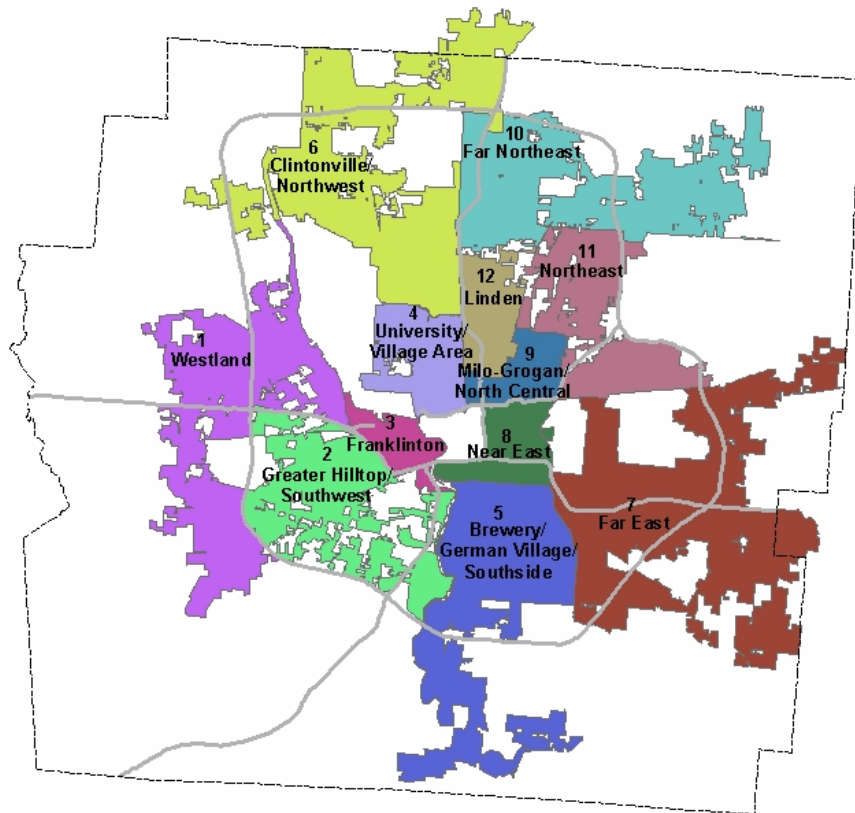
While the previous section examined respondent ratings of the quality
of life and the quality of services at the city-wide level, this section
examines quality issues at the neighborhood level. This is followed by
a presentation of a one-page profile of each of the 12 neighborhood
service districts. The section then examines prevalence of different
neighborhood level problems. The section analyzes respondent's
awareness and ratings of three neighborhood programs or
organizations – Neighborhood Pride, Neighborhood Liaisons, and
civic organizations. Finally, the section summarizes across all the
results and indicates which neighborhoods appear to be more vibrant.

i. Quality of Life across Neighborhoods

As presented in section 3, the city-wide average rating for quality of life has steadily increased from 7.2 in 1994 to 7.6 in 2002. This previous section also highlighted variations in quality of life ratings across subgroups by age, income, and race. There are also important differences in some cases across geographical units, in this case neighborhood service districts. To begin, respondents were asked to assess quality of life in two ways: overall and in their neighborhood. Figure 4.3 presents overall quality of life ratings for each of the 12 neighborhood service districts.

Figure 4.3

Overall quality of life is consistently high across the City...
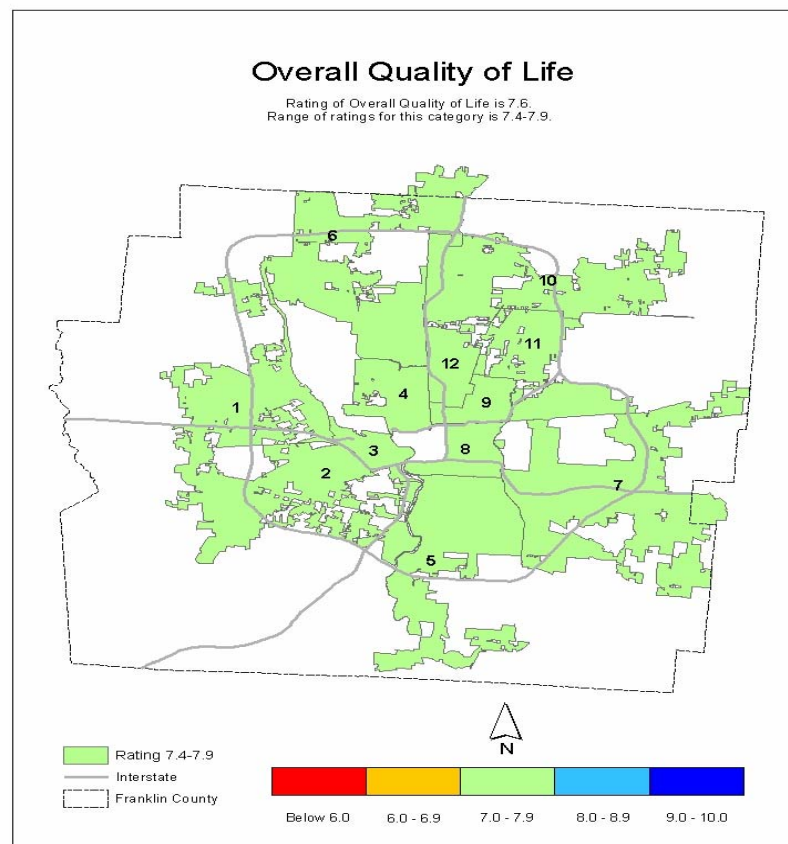
Respondents in each of the service districts rate overall quality of life on par with the city-wide average. This suggests that respondents in each neighborhood are uniformly satisfied with things as they are. However, the survey also asked respondents to assess the quality of life in their neighborhood. When asked this way, important neighborhood differences emerge. Figure 4.4 on the next page presents the results.

Figure 4.4

...but neighborhood quality of life varies across service districts.
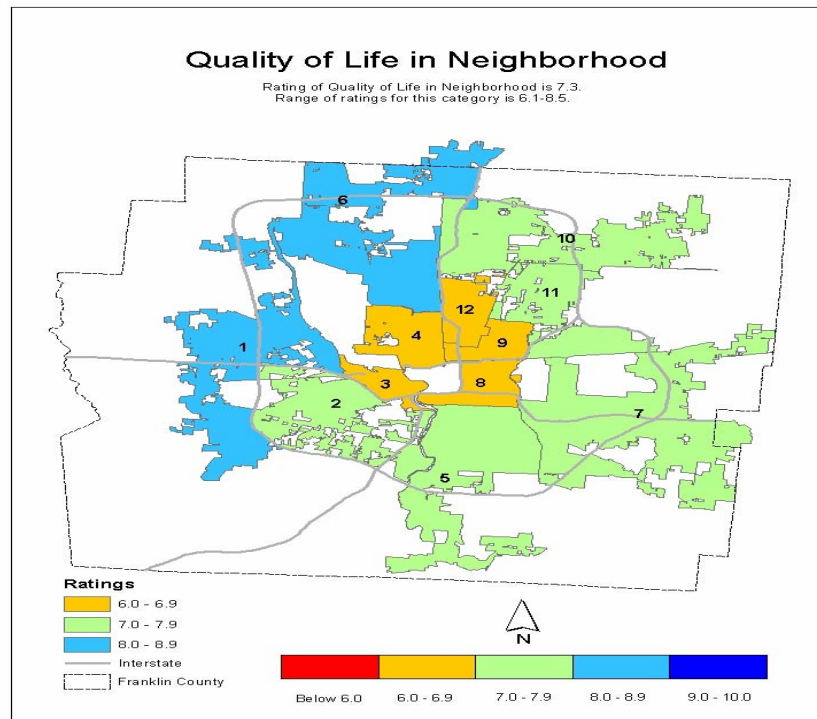
The central districts (3, 4, 8, 9 & 12) report neighborhood quality of life ratings below (6.0-6.9) the average of 7.3. On the other hand, the Westland (1) and Clintonville/Northwest (6) districts report ratings above (8.0-8.9) the city-wide average. Districts on the periphery from the southwest around to the northeast (2, 5, 7, 10 & 11) report ratings around (7.0-7.9) the city-wide average. In sum, respondents in the center report the lowest neighborhood quality of life ratings, while those on the periphery report ratings above or on par with the average.

ii. Quality of Services across Neighborhoods

In addition to variations in quality of life of across neighborhoods service districts, the survey data can also be used to explore differences in the ratings for each of the individual services included in the survey. Figures 4.5 - 4.20 on the next four pages display the ratings for each service by neighborhood service district. The services are reported from those rated highest to lowest. Different colors are used to report different categories of ratings as follows:

Dark Blue	**9.0 - 10.0**
Light Blue	**8.0 - 8.9**
Light Green	**7.0 - 7.9**
Orange	**6.0 - 6.9**
Red	**5.0 - 5.9**

Figure 4.5

Fire

Rating of Overall Quality of Life 8.6.
Range of ratings for this category is 8.2-9.1.

Ratings
- 8.0 - 8.9
- 9.0 - 10.0
- Interstate
- Franklin County

N

Below 6.0   6.0 - 6.9   7.0 - 7.9   8.0 - 8.9   9.0 - 10.0

Figure 4.6

Emergency Service

Rating of Emergency Service is 8.5.
Range of ratings for this category is 8.1-9.0.

Ratings
- 8.0 - 8.9
- 9.0 - 10.0
- Interstate
- Franklin County

N

Below 6.0   6.0 - 6.9   7.0 - 7.9   8.0 - 8.9   9.0 - 10.0

Figure 4.7

Weekly Garbage Collection

Rating of Weekly Garbage Collection is 8.1.
Range of ratings for this category is 7.6-8.5.

Ratings
- 7.0 - 7.9
- 8.0 - 8.9
- Interstate
- Franklin County

N

Below 6.0   6.0 - 6.9   7.0 - 7.9   8.0 - 8.9   9.0 - 10.0

Figure 4.8

City Parks in General

Rating of City Parks in General is 7.6.
Range of ratings for this category is 7.4-8.0.

Ratings
- 7.0 - 7.9
- 8.0 - 8.9
- Interstate
- Franklin County

N

Below 6.0   6.0 - 6.9   7.0 - 7.9   8.0 - 8.9   9.0 - 10.0

Figure 4.9

Figure 4.10

Figure 4.11
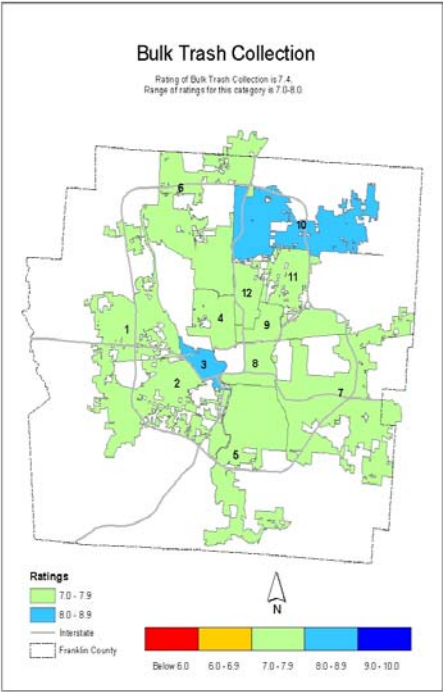
Figure 4.12
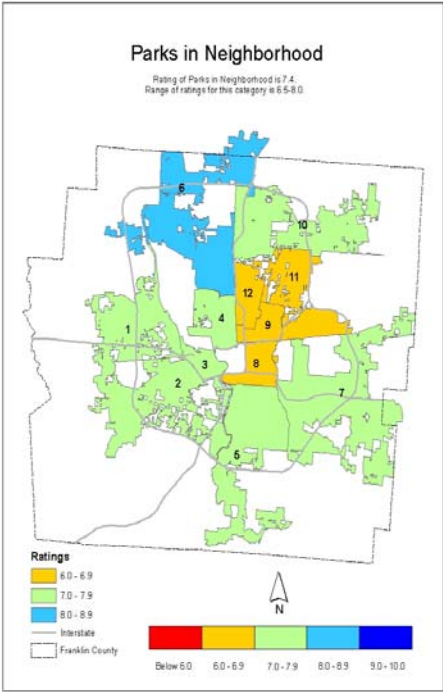
Figure 4.13
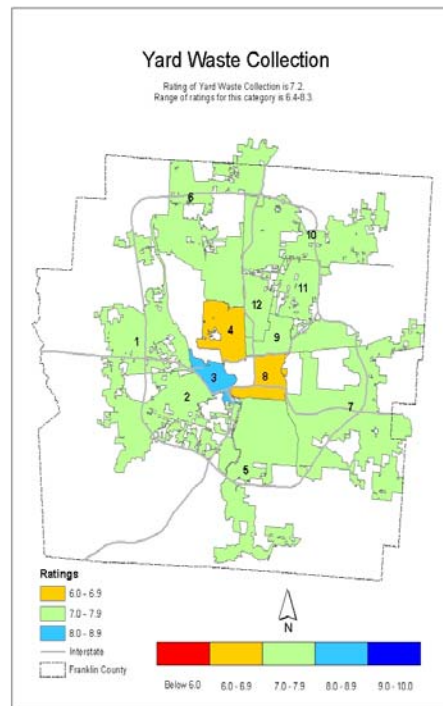
Figure 4.14
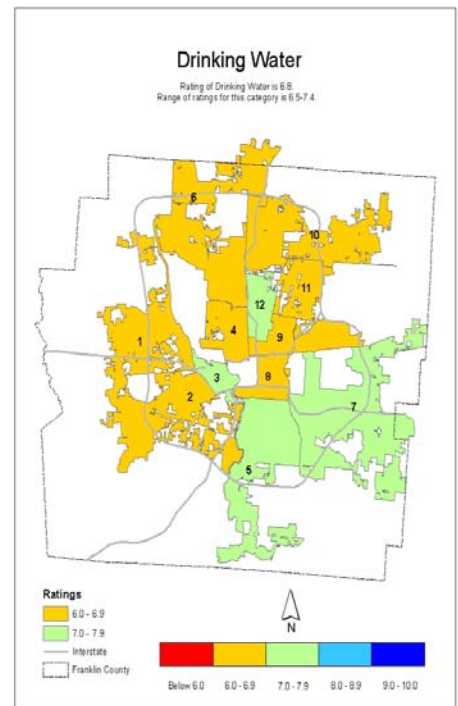
Figure 4.15
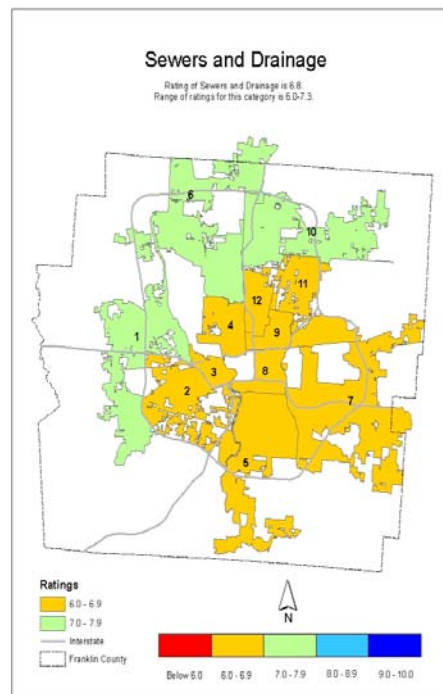
Figure 4.16

Figure 4.17

Snow Removal

Figure 4.18

Condition of Street & Roads in Greater Columbus

Figure 4.19

Condition of Streets & Roads in Neighborhood

Figure 4.20

Collection of Recyclables
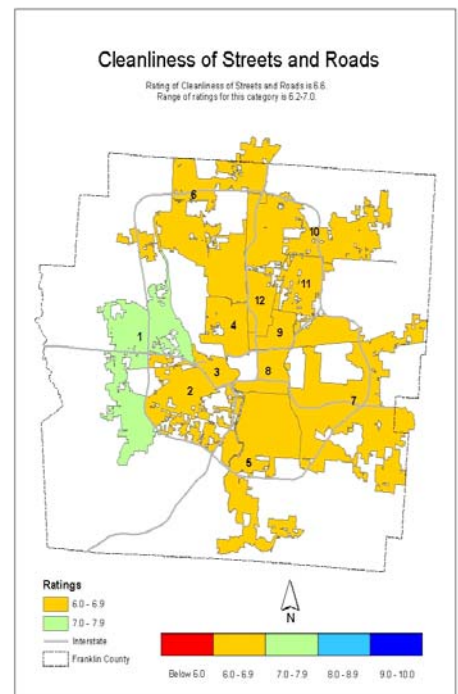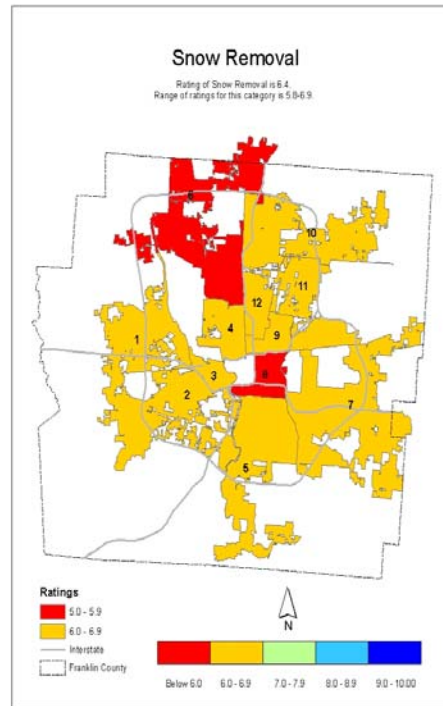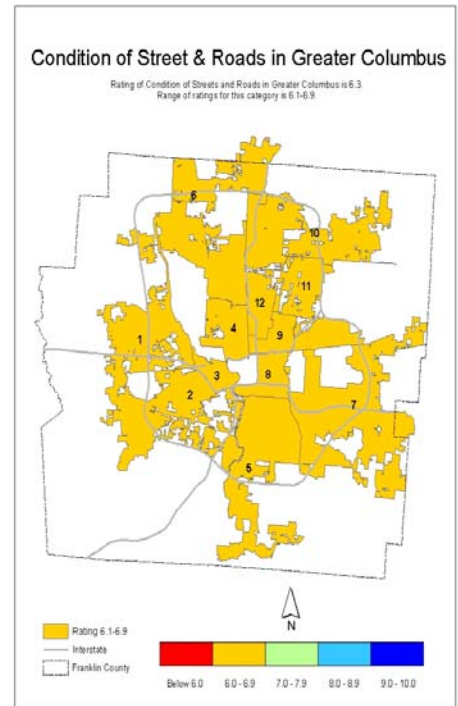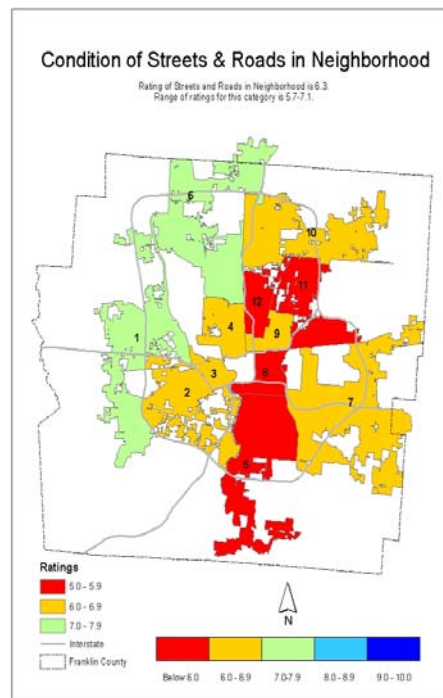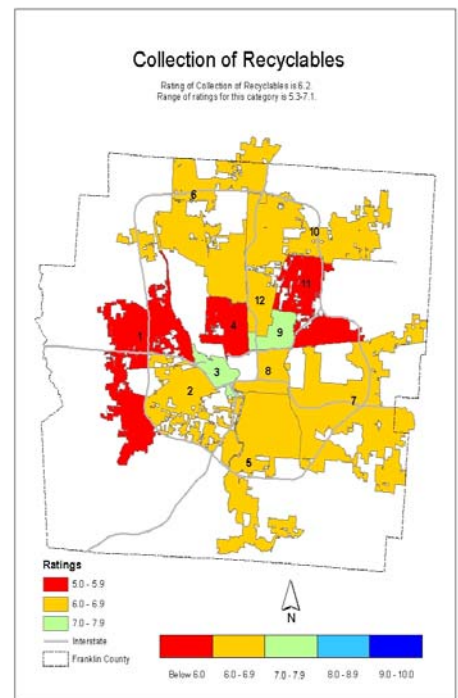
*Services with
quality ratings
at or above the
average
service rating
report
consistently
positive ratings
across
districts….*

The majority of services with quality ratings at or above the overall average service rating of 7.2 tend to report consistently positive ratings across service districts. There are two exceptions: neighborhood parks and yard waste collection. In the case of neighborhood parks, east central and north east districts (8, 9, 11 & 12) all report below average ratings in the 6.0 to 6.9 range, while the Clintonville/Northwest (6) reports an above average rating between 8.0 and 8.9. In the case of yard waste collection, the University/Village Area (4) and the Near East (8) district report below average ratings in the 6.0 to 6.9 range, while the other districts report ratings comparable to the average.

The consistency across service districts for services above the average service rating is in contrast to inconsistency for services below the average. To begin, while the Franklinton (3), Brewery/German Village/Southside (5), Far East (7), and Linden (12) districts all report ratings around the overall service average in the range of 7.0 to 7.9, the remaining eight districts report ratings below the average in the range from 6.0 to 6.9. For sewers and drainage, the Westland (1), Clintonville/Northwest (6), and Far Northeast (10) districts report above average ratings in the 7.0 to 7.9 ratings, the remaining nine districts report ratings in the 6.0 to 6.9 range. Snow removal receives consistently poor ratings across the City, but receives very low ratings in the 5.0 to 5.9 range in Clintonville/Northwest (6) and Near East (8) districts.

*….while
services with
quality ratings
below the
average
display more
inconsistency
across
districts.*

The most variation is apparent for the services with the lowest ratings -- condition of neighborhood streets and collection of recyclables. While the Westland (1) and Clintonville/Northwest (6) districts rate the conditions of the streets in their neighborhood around the overall service average (7.0 to 7.9 range), the Brewery/German Village/Southside (5), Near East (8), Northeast (11), and Linden (12) districts report ratings far below the average (5.0 to 5.9 range). The remaining six districts report ratings in the range of 6.0 to 6.9.

In terms of the collection of recyclables, only the Franklinton (3) and the Near East (8) districts give ratings around the overall service average (7.0 to 7.9), while the Westland (1), University/Village Area (4) and Northeast (11) districts report ratings far below the average (5.0 to 5.9). The other seven districts report ratings in the range of 6.0 to 6.9.

iii. Neighborhood Profiles

This section provides a brief overview of the results for each of the 12 neighborhood service district. The next 12 pages provide a one page profile of each district including:

- the average neighborhood quality of life rating;
- sample quotes of what resident's like best about Columbus;
- the top three problems in the neighborhood;
- and the average service quality ratings for 16 services included in the survey.[2]

For the average neighborhood quality of life rating and the average service quality ratings, the ratings are reported in blue if they are at or above the city-wide average, and in red if they are below. For the neighborhood-level problems, the survey asked respondents whether each of the following were problems in their neighborhood:

- Speeding;
- Overgrown Weeds;
- Run-Down Buildings;
- Vacant Buildings;
- Spilled Trash;
- Abandoned Cars; and,
- Graffiti.

The neighborhood profiles report the top three problems for each neighborhood, as well as the percentage of respondents that indicated the particular item was a problem in their neighborhood.

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[2] Street lighting is not included since this is the first year that quality is rated.
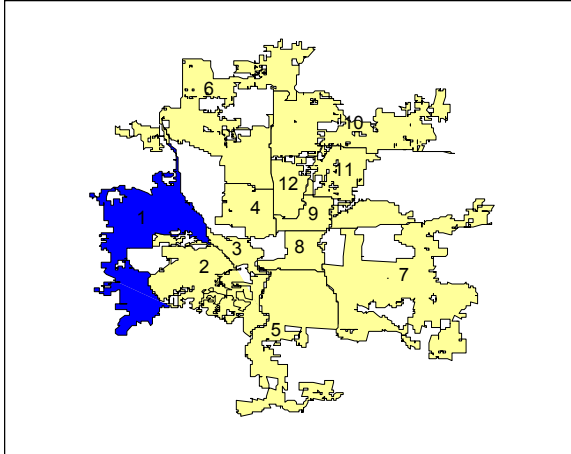
Neighborhood Service District 1 Westland

Average Neighborhood Quality of Life Rating

7.8

What Westland Residents Like Best About Columbus

"I like the diversity, the people, and the all the things to do."

"It's a big city with lots of events and job opportunities."

Three Biggest Problems in Westland

1. **Speeding (51%)**
2. **Overgrown Weeds (19%)**
3. **Vacant Buildings (17%)**

Service Quality Ratings

Fire Services	8.4	Yard Waste Collection	7.5
Emergency Medical Services	8.2	Drinking Water	6.8
Weekly Garbage Collection	8.1	Sewers & Drainage	7.3
City Parks in General	7.4	Cleanliness of Roads & Streets	7.0
City's Recreational Programs	7.3	Snow Removal	6.6
Police Services	7.4	Condition of Columbus Streets	6.1
Bulk Trash Collection	7.3	Condition of Neighborhood Streets	7.1
Neighborhood Parks	7.0	Collection of Recyclables	5.3
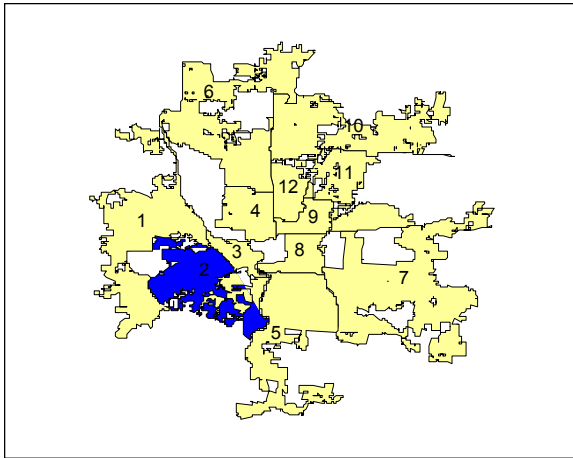
Neighborhood Service District 2 Greater Hilltop Southwest

Average Neighborhood Quality of Life Rating

7.6

What Greater Hilltop Southwest Residents Like Best About Columbus

"It's a good place to raise a family."

"I like the affordable housing and the diversity of Columbus."

Three Biggest Problems in Greater Hilltop Southwest

1. **Speeding (63%)**
2. **Overgrown Weeds (44%)**
3. **Spilled Trash (38%)**

Service Quality Ratings

Fire Services	9.0	Yard Waste Collection	7.1
Emergency Medical Services	8.7	Drinking Water	6.7
Weekly Garbage Collection	8.1	Sewers & Drainage	6.3
City Parks in General	7.5	Cleanliness of Roads & Streets	6.2
City's Recreational Programs	7.8	Snow Removal	6.2
Police Services	7.6	Condition of Columbus Streets	6.1
Bulk Trash Collection	7.2	Condition of Neighborhood Streets	6.1
Neighborhood Parks	7.4	Collection of Recyclables	6.4
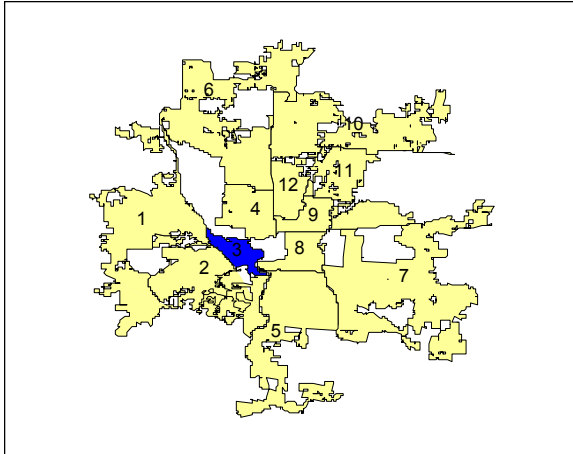
Neighborhood Service District 3 Franklinton

Average Neighborhood Quality of Life Rating

7.4

What Franklinton Residents Like Best About Columbus

"Columbus has a lot of great opportunities."

"I like the parks and downtown."

Three Biggest Problems in Franklinton

1. **Speeding (67%)**
2. **Run-down Buildings (56%)**
3. **Vacant Buildings (56%)**

Service Quality Ratings

Fire Services	9.1	Yard Waste Collection	8.3
Emergency Medical Services	9.0	Drinking Water	7.4
Weekly Garbage Collection	8.5	Sewers & Drainage	6.8
City Parks in General	7.6	Cleanliness of Roads & Streets	6.7
City's Recreational Programs	8.5	Snow Removal	6.9
Police Services	7.6	Condition of Columbus Streets	6.6
Bulk Trash Collection	7.9	Condition of Neighborhood Streets	6.5
Neighborhood Parks	7.2	Collection of Recyclables	6.9
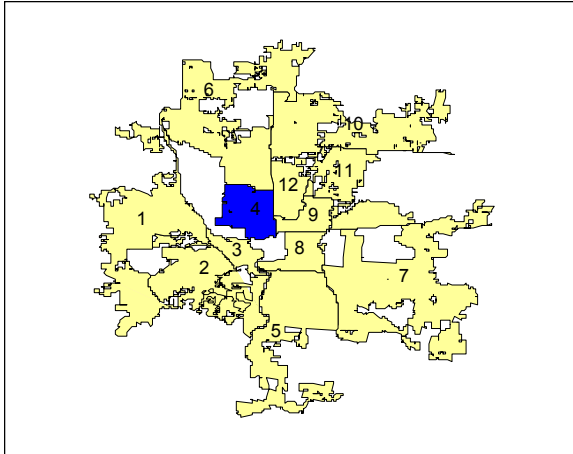
Neighborhood Service District 4 University/Village Area

Average Neighborhood Quality of Life Rating

7.5

What University/Village Area Residents Like Best About Columbus

"I love the university."

"Everything is convenient in Columbus."

Three Biggest Problems in University/Village Area

1. **Spilled Trash (57%)**
2. **Speeding (55%)**
3. **Overgrown Weeds (51%)**

Service Quality Ratings

Fire Services	8.3	Yard Waste Collection	6.4
Emergency Medical Services	8.2	Drinking Water	6.6
Weekly Garbage Collection	7.6	Sewers & Drainage	6.8
City Parks in General	7.5	Cleanliness of Roads & Streets	6.4
City's Recreational Programs	7.1	Snow Removal	6.4
Police Services	7.2	Condition of Columbus Streets	6.4
Bulk Trash Collection	7.0	Condition of Neighborhood Streets	6.4
Neighborhood Parks	7.1	Collection of Recyclables	5.3
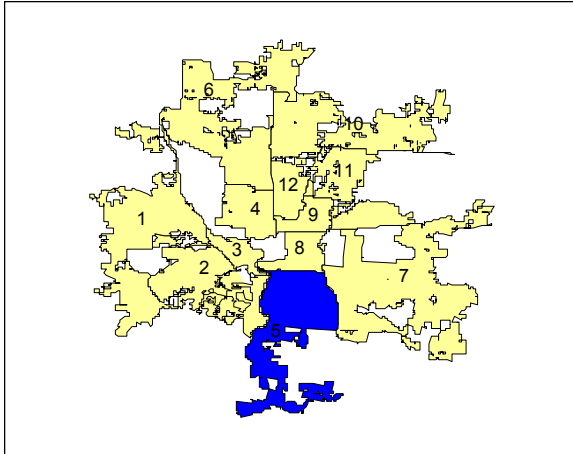
Neighborhood Service District 5 Brewery/German Village/ Southside

Average Neighborhood Quality of Life Rating

7.7

What Brewery/German Village/Southside Residents Like Best About Columbus

"I really like the seasons and the various theaters."

"The economy and the availability of jobs."

Three Biggest Problems in Brewery/German Village/Southside

1. **Speeding (53%)**
2. **Overgrown Weeds (42%)**
3. **Spilled Trash (36%)**

Service Quality Ratings

Fire Services	8.9	Yard Waste Collection	7.2
Emergency Medical Services	8.8	Drinking Water	7.1
Weekly Garbage Collection	8.0	Sewers & Drainage	6.5
City Parks in General	8.0	Cleanliness of Roads & Streets	6.5
City's Recreational Programs	7.8	Snow Removal	6.7
Police Services	7.5	Condition of Columbus Streets	6.4
Bulk Trash Collection	7.6	Condition of Neighborhood Streets	5.7
Neighborhood Parks	7.8	Collection of Recyclables	6.8
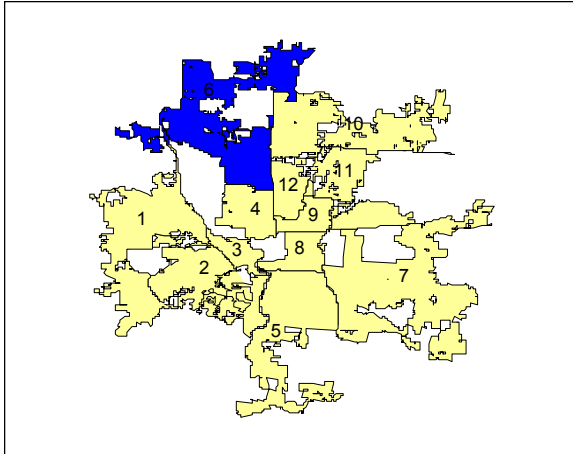
Neighborhood Service District 6 Clintonville/Northwest

Average Neighborhood Quality of Life Rating

7.8

What Clintonville/Northwest Residents Like Best About Columbus

"There's always something to do and I can get anything I need."

"I feel good about the stable economy."

Three Biggest Problems in Clintonville/Northwest

1. **Speeding (59%)**
2. **Overgrown Weeds (21%)**
3. **Vacant Buildings (13%)**

Service Quality Ratings

Fire Services	8.6	Yard Waste Collection	7.7
Emergency Medical Services	8.6	Drinking Water	6.8
Weekly Garbage Collection	8.3	Sewers & Drainage	7.1
City Parks in General	7.6	Cleanliness of Roads & Streets	6.9
City's Recreational Programs	7.5	Snow Removal	5.9
Police Services	7.5	Condition of Columbus Streets	6.4
Bulk Trash Collection	7.6	Condition of Neighborhood Streets	7.0
Neighborhood Parks	8.0	Collection of Recyclables	6.8
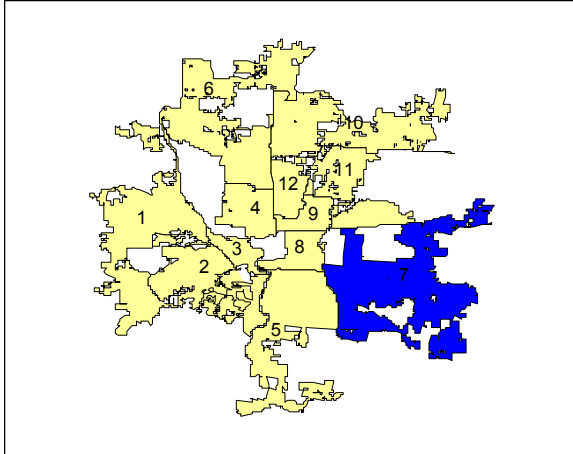
Neighborhood Service District 7 Far East

Average Neighborhood Quality of Life Rating

7.5

What Far East Residents Like Best About Columbus

"It's just a great place to live."

"There are things to do most every weekend."

Three Biggest Problems in Far East

1. **Speeding (61%)**
2. **Overgrown Weeds (28%)**
3. **Spilled Trash (23%)**

Service Quality Ratings

Fire Services	8.9	Yard Waste Collection	7.6
Emergency Medical Services	8.8	Drinking Water	7.3
Weekly Garbage Collection	8.4	Sewers & Drainage	6.9
City Parks in General	7.6	Cleanliness of Roads & Streets	6.7
City's Recreational Programs	7.5	Snow Removal	6.8
Police Services	7.4	Condition of Columbus Streets	6.3
Bulk Trash Collection	7.7	Condition of Neighborhood Streets	6.9
Neighborhood Parks	7.6	Collection of Recyclables	6.1
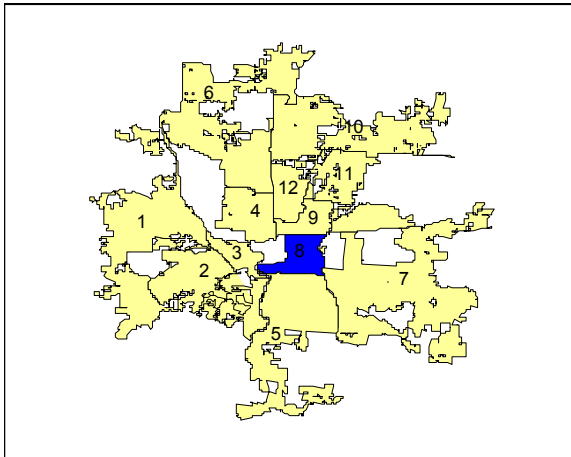
Neighborhood Service District 8 Near East

Average Neighborhood Quality of Life Rating

7.4

What Near East Residents Like Best About Columbus

"Columbus has a very good hospital system."

"I love all the shopping centers."

Three Biggest Problems in the Near East

1. **Vacant Buildings (61%)**
2. **Run-Down Buildings (55%)**
3. **Speeding (54%)**

Service Quality Ratings

Fire Services	8.2	Yard Waste Collection	6.7
Emergency Medical Services	8.3	Drinking Water	6.5
Weekly Garbage Collection	7.8	Sewers & Drainage	6.0
City Parks in General	7.4	Cleanliness of Roads & Streets	6.4
City's Recreational Programs	6.9	Snow Removal	5.8
Police Services	7.2	Condition of Columbus Streets	6.2
Bulk Trash Collection	7.3	Condition of Neighborhood Streets	5.9
Neighborhood Parks	6.8	Collection of Recyclables	6.4
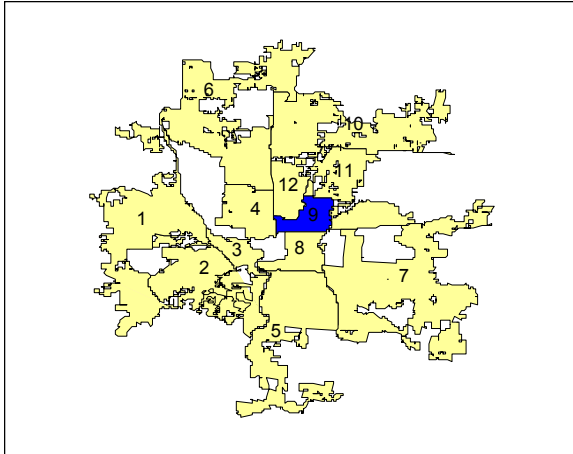
Neighborhood Service District 9 North Central

Average Neighborhood Quality of Life Rating

7.7

What North Central Residents Like Best About Columbus

"Columbus is a big city with a small town flavor, good integration and good entertainment."

"There are a lot of job opportunities."

Three Biggest Problems in North Central

1. **Speeding (63%)**
2. **Overgrown Weeds (54%)**
3. **Vacant Buildings (41%)**

Service Quality Ratings

Fire Services	8.5	Yard Waste Collection	7.1
Emergency Medical Services	8.4	Drinking Water	6.6
Weekly Garbage Collection	8.4	Sewers & Drainage	6.7
City Parks in General	7.7	Cleanliness of Roads & Streets	6.7
City's Recreational Programs	7.7	Snow Removal	6.6
Police Services	7.8	Condition of Columbus Streets	6.9
Bulk Trash Collection	7.8	Condition of Neighborhood Streets	6.5
Neighborhood Parks	6.9	Collection of Recyclables	7.1
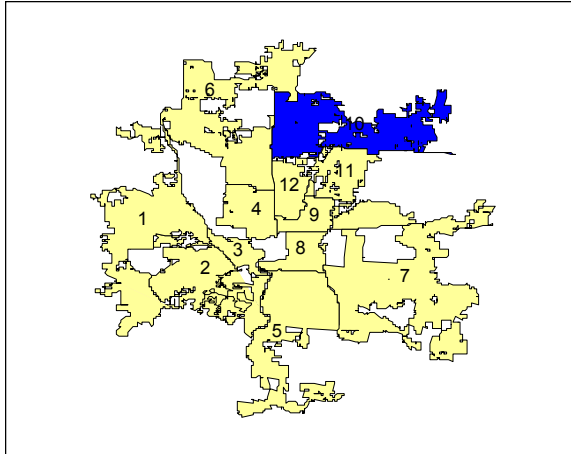
Neighborhood Service District 10 Far Northeast

Average Neighborhood Quality of Life Rating

7.8

What Far Northeast Residents Like Best About Columbus

"There are a variety of things to do as far as entertainment and jobs."

"I just like the total ambiance."

Three Biggest Problems in the Far Northeast

1. **Speeding (45%)**
2. **Overgrown Weeds (27%)**
3. **Spilled Trash (25%)**

Service Quality Ratings

Fire Services	8.8	Yard Waste Collection	7.8
Emergency Medical Services	8.8	Drinking Water	6.9
Weekly Garbage Collection	8.4	Sewers & Drainage	7.2
City Parks in General	8.0	Cleanliness of Roads & Streets	6.9
City's Recreational Programs	7.7	Snow Removal	6.3
Police Services	7.8	Condition of Columbus Streets	6.3
Bulk Trash Collection	8.0	Condition of Neighborhood Streets	6.4
Neighborhood Parks	7.6	Collection of Recyclables	6.7
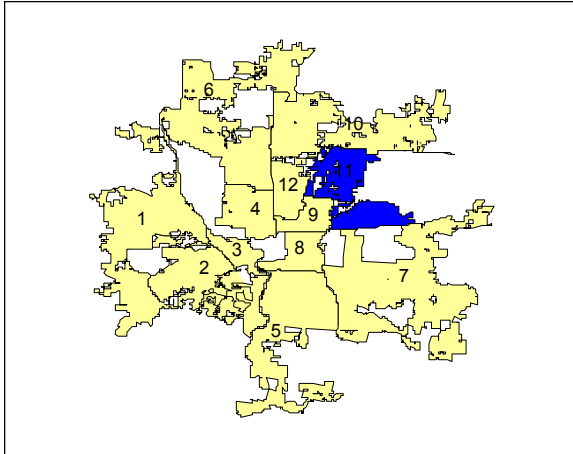
Neighborhood Service District 11 Northeast

Average Neighborhood Quality of Life Rating

7.9

What Northeast Residents Like Best About Columbus

"I love the progressive, growing feeling."

"It's just a good place to live."

Three Biggest Problems in the Northeast

1. **Speeding (71%)**
2. **Overgrown Weeds (36%)**
3. **Spilled Trash (32%)**

Service Quality Ratings

Fire Services	8.7	Yard Waste Collection	7.1
Emergency Medical Services	8.1	Drinking Water	6.8
Weekly Garbage Collection	8.2	Sewers & Drainage	6.5
City Parks in General	7.4	Cleanliness of Roads & Streets	6.7
City's Recreational Programs	7.4	Snow Removal	6.4
Police Services	7.1	Condition of Columbus Streets	6.3
Bulk Trash Collection	7.8	Condition of Neighborhood Streets	5.7
Neighborhood Parks	6.6	Collection of Recyclables	5.7
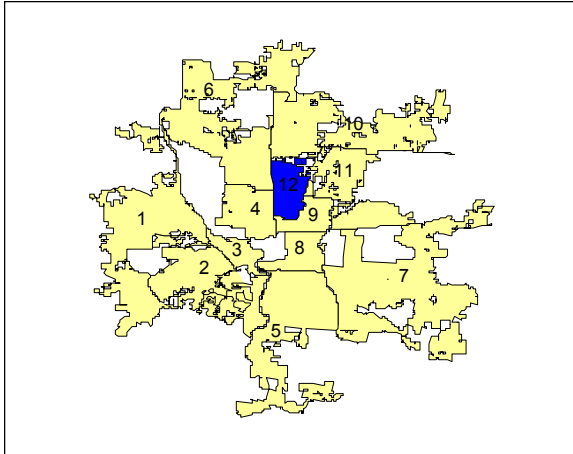
Neighborhood Service District 12 Linden

Average Neighborhood Quality of Life Rating

7.4

What Linden Residents Like Best About Columbus

"The people, art, food, and museums."

"I like the new COSI and the State Fair."

Three Biggest Problems in Linden

1. **Speeding (58%)**
2. **Overgrown Weeds (49%)**
3. **Run Down Buildings (44%)**

Service Quality Ratings

Fire Services	8.6	Yard Waste Collection	7.0
Emergency Medical Services	8.8	Drinking Water	7.1
Weekly Garbage Collection	8.3	Sewers & Drainage	6.9
City Parks in General	7.5	Cleanliness of Roads & Streets	6.6
City's Recreational Programs	7.7	Snow Removal	6.5
Police Services	7.4	Condition of Columbus Streets	6.3
Bulk Trash Collection	7.5	Condition of Neighborhood Streets	5.8
Neighborhood Parks	6.5	Collection of Recyclables	6.5

iv. Neighborhood Problems

The neighborhood profiles provide an overview of the neighborhood level problems that exist throughout the City. Table 4.1 reports the prevalence of various neighborhood problems. Note that respondents were asked about each type of problem independently. Respondents did not have to pick among these problems, but rather identified whether each one is a problem in their neighborhood.

Speeding is the most frequently identified neighborhood level problem.

Table 4.1
Prevalence of Neighborhood Level Problems

Speeding	57%
Overgrown Weeds	39%
Spilled Trash	34%
Vacant Houses and Buildings	30%
Run-Down Buildings	29%
Graffiti	24%
Abandoned Cars	21%

Speeding is far and away the most frequently identified neighborhood level problem. Over half of respondents indicate that speeding is a problem. About a third of respondents indicate that each of the following is a problem in their neighborhood: overgrown weeds (39%), spilled trash (34%), vacant houses and buildings (30%), and run-down buildings (29%). Around a quarter of respondents indicate that graffiti (24%) and abandoned cars (21%) are problems.

Respondents were then asked whether they reported any of the problems identified in Table 4.1 to the City. Almost three-quarters of respondents indicate that they did not, while just over a quarter say that they reported "all" or "some" of the problems. Figure 4.21 on the next page reports the results graphically.[3]

Less than one-third of respondents reported neighborhood level problems to the City...

Figure 4.21
Percentage of Respondents that Reported
Neighborhood Level Problems to the City

"None"
73%

"All" or
"Some"
27%

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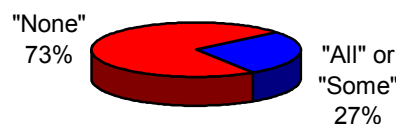
[3] Total of 929 valid responses.

...and more than half of these respondents report that "all" or "some" of these problems were resolved by the City.

Of respondents that reported problems, 40% indicate that all of the problems were dealt with, while 21% indicate that some of the problems were. One-third indicate that the problems were not dealt with, and 5% indicate that they were not informed about how the problems were handled. Figure 4.22 reports these results graphically.

Figure 4.22
Percentage of Neighborhood Problems
Resolved by the City
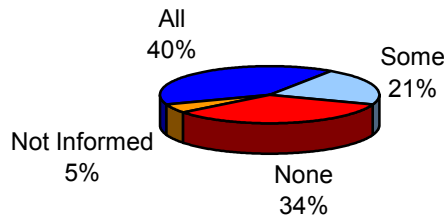
Differences across Service Districts

As indicated in the neighborhood profiles, there is geographic variance in the prevalence of various neighborhood problems. Figure 4.23 reports the percentage of respondents in each service district that indicate that each of the different problems is the most serious in their neighborhood. Speeding is identified as the most serious problem in all of the service districts, except two. The University/Village Area (4) district ranks spilled trash as the most serious problem, while the Near East (8) district ranks vacant buildings as the most serious.

Figure 4.23
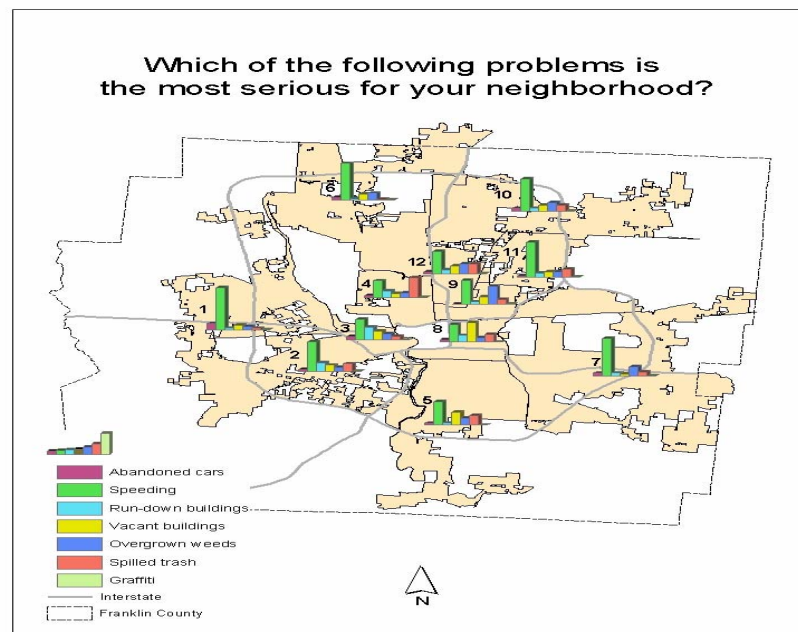
Speeding is the most serious neighborhood level problem across the City...

Problems with vacant buildings also rank high in the German
Village/Brewery/Southside (5) district and run down buildings rank
high in the Franklinton (3) district. Figures 4.24 and 4.25 report the
appearance ratings of both commercial and residential buildings by
service district. Respondents were asked to rate the appearance of
these two types of buildings on a five point scale, where 1 equals
"poor" and 4 equals "excellent."

Figure 4.24	Figure 4.25
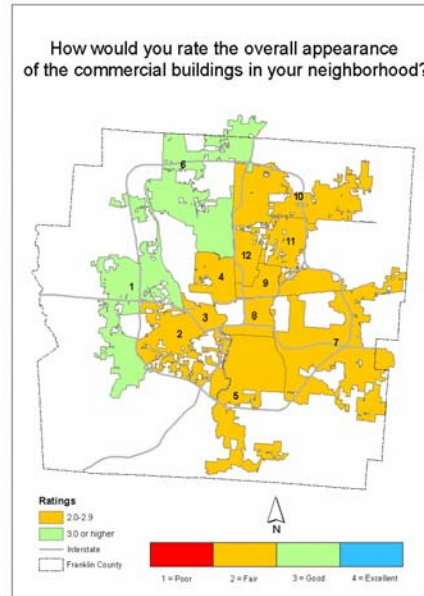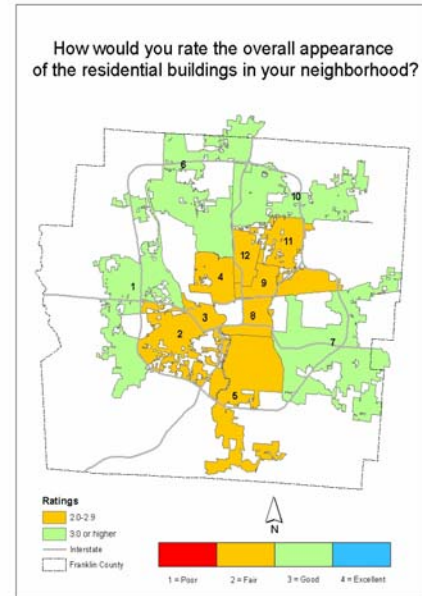
Most service districts rate the appearance of commercial buildings as
"fair" (between 2.0 to 2.9), with only two districts – Westland (1) and
Clintonville/Northwest (5) – rating appearance as "good" (between 3.0
and 4.0). More districts give ratings of "good" to residential buildings,
notably the Far East (7) and Northland (10) districts, in addition to
Westland (1) and Clintonville/Northwest (5). The remaining districts,
many of them located near downtown, rate the appearance as "fair",
suggesting that the condition of housing stock and commercial
buildings is worse in the central service districts.

v. Neighborhood Pride

Recently the City initiated a program called Neighborhood Pride to help address some of the problems mentioned in the previous section. Around 36% of respondents are aware of the program. Figure 4.26 reports these results graphically. This is only a marginal increase from 2000, when 32% of respondents were aware of the program.

Around one-third of respondents are aware of Neighborhood Pride...

Figure 4.26
Percentage of Respondents Who Have Heard of Neighborhood Pride
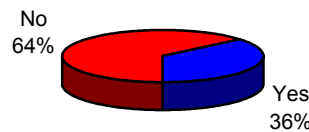
Table 4.2 reports what these respondents know specifically about the program. Half of respondents either just heard of the program or do not know anything about it. Another third of respondents report responses that relate to improving neighborhood conditions. The remaining respondents indicate getting people involved (3%), crime watch (3%), or something else (9%).

Table 4.2
What Respondents Know Specifically about Neighborhood Pride[4]

Improve Neighborhood Conditions[5]	35%
Get People Involved in Their Neighborhood[6]	3%
Crime Watch	3%
Other	9%
Just Heard of It/Do Not Know Anything	50%

...although half of these respondents either just heard of it or do not know anything about it.

Respondents that are aware of the program were then asked what services they would like if a Pride Center were located in their neighborhood. Table 4.3 on the next page reports respondent preferences. The majority of respondents want Pride Centers to organize neighborhood clean-ups (63%), while 13% of respondents want to file a general complaint or ask a question about a City service. Around one-tenth of respondents want to interact with police and fire officials, while 7% want to ask questions about code enforcement and 6% want to apply for or obtain building permits.

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[4] Total of 406 valid responses.
[5] Category includes cleaning neighborhood, taking better care of property, fixing buildings, improving the quality of life, and revitalizing the neighborhood.
[6] Category includes getting people involved and regenerating neighborhood pride.

Table 4.3
Services Desired in Neighborhood Pride Centers[7]

Organize Clean-Ups	63%
General Complaints or Questions about City Services	13%
Interact with Police and Fire Officials	11%
Ask Questions about Code Enforcement	7%
Apply/Obtain Building Permits	6%

Differences across Service Districts and Subgroups

In terms of awareness of Neighborhood Pride, there are important differences across neighborhoods and subgroups by age, income, education and voter registration. As Figure 4.27 reports, different districts are more aware of the program than others.

Figure 4.27

Respondents in the east and north districts around he outer belt are more aware of the program than respondents in other districts.
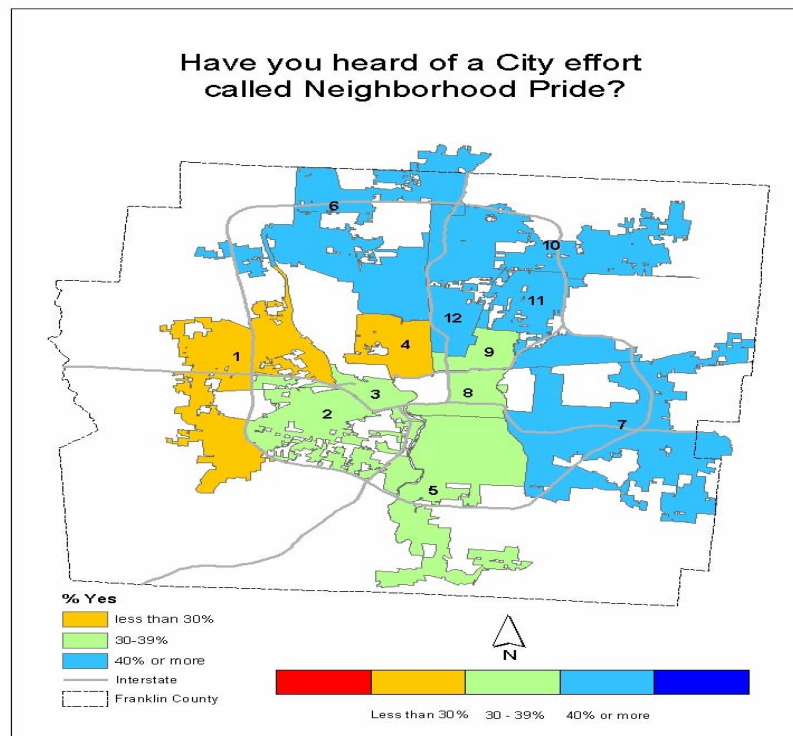
In particular, 40% or more of respondents in the east and north districts around the outer belt (6, 7, 10, 11 & 12) are aware of the program, while less than 30% are aware in the Westland (1) and University/Village Area (4) districts.

[7] Total of 416 valid responses.

Respondents with low levels of both income and education are less likely to be aware of the program than respondents with higher levels of income and education...

While around 40% of respondents from all income brackets above $20,000 had heard of the program, only 29% of respondents with incomes below $20,000 had. Similarly, while around 37% of respondents that had received a high school degree or more education had heard of the program, only 24% of respondents with less than a high school degree had heard of the program. In sum, respondents with low levels of both income and education are less likely to be aware of the program than respondents with higher levels of income and education.

Older respondents report the greatest awareness of the program. Figure 4.28 reports the percentage of respondents aware of the program by age group. While 50% of respondents 60 or older had heard of the program, half that amount in the 18 to 29 age bracket had.

Figure 4.28
Awareness of Neighborhood Pride by Age
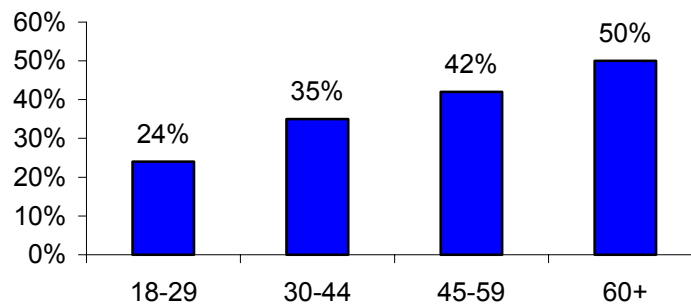
...and older respondents are more likely to be aware of the program than younger respondents.

Finally, there is an interesting difference between respondents that are registered to vote and those that are not. While only 23% of non-registered respondents had heard of the program, 41% of registered voters had. This is likely due to increased awareness of local civic issues among the voting public.

vi. Neighborhood Liaisons

About half as many respondents are aware of neighborhood liaisons as are aware of Neighborhood Pride...

The City has also initiated another program to improve the connections with neighborhoods -- neighborhood liaisons. Figure 4.29 reports the percentage of respondents who are aware of the program.

Figure 4.29
Percentage of Respondents Aware of
Neighborhood Liaisons
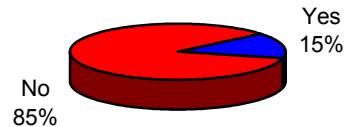
About half as many respondents are aware of the neighborhood liaisons (15%) as are aware of Neighborhood Pride (36%). This is likely due to the newness of the program. The good news is that the vast majority of respondents (88%) would contact a neighborhood liaison with a problem or issue if they knew how to reach them. Figure 4.30 reports these results graphically.

Figure 4.30
Percentage of Respondents Who Would
Contact Neighborhood Liaisons
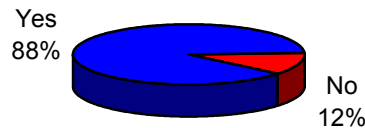
...but the vast majority of respondents would contact a liaison about a problem if they knew how to reach them.

Table 4.4 lists the primary reasons respondents indicate that they would not go to a liaison. Most of these respondents indicate that they would prefer to the go directly to the city department or that they do not trust someone else to address the problem.

Table 4.4
Reasons Respondents Would Not Contact Neighborhood Liaison

Reason	Frequency
Go to the Department Myself	32
Do Not Trust Someone Else To Do It	23
Do Not Care	17
Other Associations Take Care of Problems	12
Other	22

Differences across Service Districts and Subgroups

As was the case with the Neighborhood Pride program, there is noticeable variation in awareness of the neighborhood liaisons across service districts. In comparison to the Neighborhood Pride program there is far more variation in awareness of the Neighborhood Liaisons. Figure 4.31 reports awareness by service district.

Figure 4.31

There is considerable variation in awareness of neighborhood liaisons across service districts.
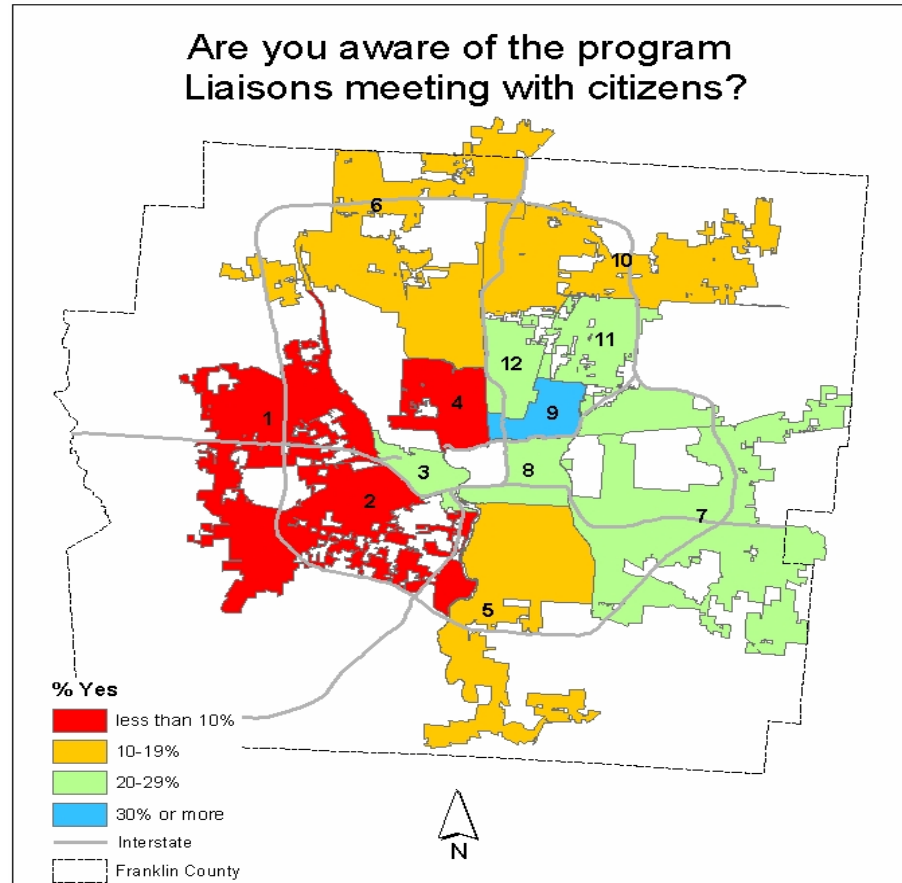
While 30% or more of respondents in the North Central (9) district are aware of the program, less than 10% are aware in the Westland (1), Greater Hilltop/Southwest (2), and University/Village Area (4) districts. Between 10% to 19% of respondents are aware in the Brewery/German Village/Southside (5), Clintonville/Northwest (6) and Northland (10) districts. Between 20% to 29% of respondents are aware of the program in the other five districts.

vii. Civic Organization Effectiveness

Finally, the survey asked respondents to rate the effectiveness of their community or civic organization in how well it informs respondents of neighborhood issues. Figure 4.32 reports the results.

Just over 40% of respondents indicate that their civic organizations are not very effective in informing them about neighborhood issues...

**Figure 4.32
Effectiveness of Civic Organizations in
Informing Residents about Neighborhood
Issues**

Very
Effective
17%

Moderately
Effective
42%

Not
Effective at
All
41%
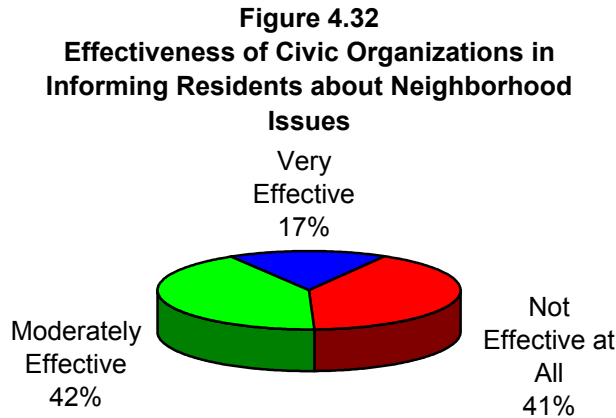
A large percentage of respondents (42%) indicate that their civic organizations are not very effective at all at informing them about neighborhood issues. Only 17% rate their civic organizations as highly effective, while 42% indicate that they are moderately effective.

Differences across Subgroups[8]

...but older respondents report that they are more effective than younger respondents.

The only noticeable difference across subgroups is by age. Older residents report much higher percentages of effectiveness than younger residents. In particular, while only 8% of respondents between 18 and 29 years of age rate their neighborhood civic organization as highly effective in keeping them informed, 22% of those between 45 and 59 years of age and 26% of those 60 and older rate their civic organization as highly effective.

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[8] There is no noticeable variation in effectiveness across service districts.

B. Safety

…enhance the delivery of safety services…

As section 3 indicated, over the last eight years Columbus residents have become less concerned with crime. While 64% of respondents in 1994 indicated it was the most important challenge facing Columbus, only 17% of respondents in 2002 indicate as such. This precipitous decline is likely the result of several factors, including the quality of safety services as well as actual occurrences of crime. This section examines how respondents rate the performance of the City's safety services, respondent's key safety concerns, crime victimization, and respondent's opinions about how much individual citizens need to work with the Police to prevent crime.

i. Ratings of City Safety Services

As reported earlier, when asked to rate the quality of various services, respondents gave each of the safety services ratings above the overall service average. In addition, fire and emergency medical services received the highest ratings out of all the services. Finally, ratings for all three services are up for 2002. Figure 4.33 shows the average rating for each of the three services –fire, emergency medical, and police – since 1996 on a 10-point scale, where 1 means "very poor quality" and 10 means "very high quality."

Figure 4.33
Quality of Safety Services 1996-2002

The quality of safety services continues to improve.
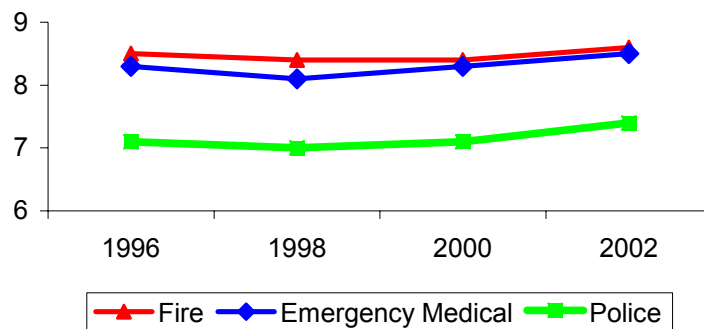
Another way to measure the quality of safety services is to examine whether respondents requested services in the event that they need them. In particular, the 2002 survey asked those respondents that indicated that they had been the victim of a crime in the last 12 months if they had reported the crime to the police. Of respondents who had been the victim of a crime, 86% reported the crime, about the same

percentage as previous years. This is a vote of confidence that the Police Department is able to take action to apprehend criminals.

The survey also asked respondents about the response time of safety services to requests for assistance. Figure 4.34 reports citizen ratings of satisfaction with the response time of the three safety services on a 5-point scale, with 1 being "not satisfied" and 5 being "very satisfied." In general, respondents report higher levels of satisfaction with the response time of fire and emergency medical services as compared with police services.

Fire and Emergency Medical services receive high marks for their response timeliness.

Figure 4.34
Timeliness of Safety Services Responses to
Citizen Requests for Assistance
1996-2002
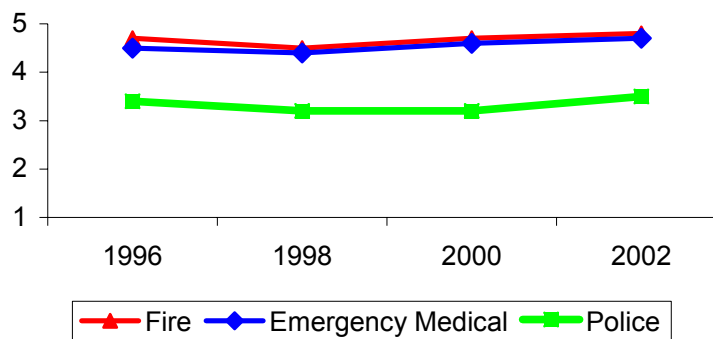
The survey also asked respondents who had interactions with the police whether they were treated with fairness and courtesy in two situations: when the police stopped them, and when they requested assistance from the police. Figure 4.35 reports these results.

Over 70% of respondents who have been stopped by the police judge the police to be courteous…

Figure 4.35
Fairness and Courteousness of Police
Employees when Stopped by the
Police
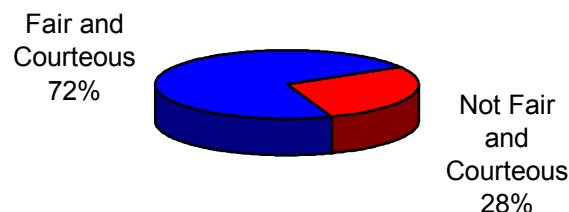
Around 16% of respondents had been stopped by the police or knew someone in their household who had (18% in 2000).[9] Of these respondents, 72% indicate that the police treated them with fairness and courtesy, while 28% indicate that they were not treated with fairness and courtesy.[10] Of the respondents who requested assistance from the police, 16% indicated that they were not satisfied with the fairness courtesy of the police (1 to 2 on a five-point scale), while 84% indicate that they were satisfied (3 to 5 on a five-point scale).[11] Figure 4.36 below reports these results graphically. Because of scaling differences, comparison between the two situations is not perfect, but possible. The results suggest that respondents feel the police are fairer and more courteous in situations where the respondent requests assistance as opposed to when the respondent has been stopped by the police. This difference may be attributable to the nature of the interaction, although other factors may be influential.

…but respondents find the police even more courteous when they request assistance.

Figure 4.36
Satisfaction with the Fairness and Courteousness of Police when Requesting Assistance

Satisfied (3-5 Rating) 84%

Not Satisfied (1-2 Rating) 16%
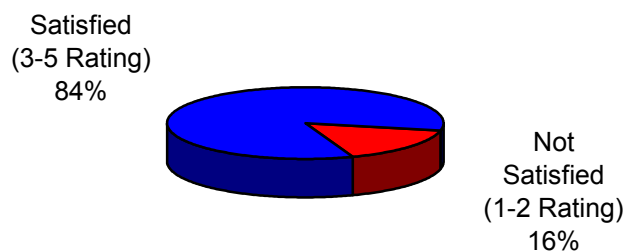
Differences across Service Districts and Subgroups

Because the sample sizes on responses to these questions are so low, it is difficult to identify substantive differences across neighborhoods. However, there are meaningful and important differences that can be discerned across racial groups both in the frequency at which they are stopped by the police and whether they are treated with fairness and courtesy. Figure 4.37 on the next page reports the percentage of respondents who had been stopped by the police by racial group in both 2000 and 2002.[12] A higher percentage of African American respondents (20%) and respondents from all other racial groups (17%) report being stopped by the police in comparison to white respondents

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[9] Total of 1188 valid responses.
[10] Total of 185 valid responses.
[11] Total of 223 valid responses.
[12] Total of 191 valid responses in 2002. While the 2000 survey allowed respondents to indicate a racial group other than African American or white, it only reported results for whites and African Americans.

(14%). Looking only at white and African American respondents, this patterns mirrors that of the 2000 results, although the percentage of those stopped by the police in both groups has declined.

African American respondents are more likely to be stopped by the Police than white respondents or respondents from other racial groups....

Figure 4.37
Percentage of Respondents Stopped by the
Police by Race
(N = 191)
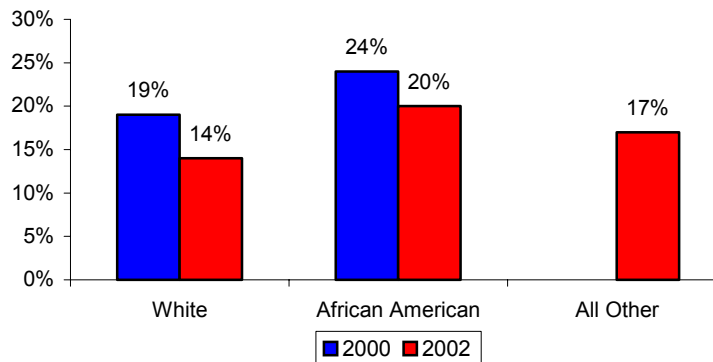
Figure 4.38 reports the percentage of respondents stopped by the Police who felt they were not treated with fairness and courtesy. The figure reports these results across racial groups for 2000 and 2002. [13]

...and are more likely to feel that they are not treated with fairness and courtesy.

Figure 4.38
Percentage of Respondents NOT Treated with
Fairness and Courtesy
(N = 133)

While the percentage of respondents who have been stopped by the police has decreased, the percentage of respondents that report that they were not treated with fairness and respect has increased. While only 15% of white respondents indicate they were not treated with fairness and respect in 2000, 23% indicated as such in 2002.

---

[13] Total of 133 valid responses in 2002.

Similarly, the percentage of African American respondents has grown from 28% to 32%. While not reported in 2000, a large percentage (47%) of respondents from all other racial groups in 2002 report not being treated with fairness and respect. It is important to note that this represents only a handful of respondents.

ii. Primary Safety Concerns

Over half of respondents identify crime related issues as their primary safety concern....

While respondents no longer indicate that crime is the primary challenge facing the City, it remains their primary safety concern. Table 4.5 reports respondent's primary safety concerns. Over 50% of respondents indicate that crime, drugs, gangs or guns is their chief safety concern. An additional 16% indicate that auto-related concerns are their key fear, followed by community conditions (9%), lack of police or slow response time (7%), and child safety (7%). Eight percent of respondents identify some other concern.

Table 4.5
Primary Safety Concern[14]

Crime, Drugs, Gangs and Guns[15]	52%
Auto-Related[16]	16%
Community Conditions[17]	9%
Lack of Police/Slow Response Time	7%
Child Safety	7%
Other	8%

Differences across Service Districts and Subgroups

While more than half of respondents indicate that crime is their chief safety concern, this varies considerably across service districts. Figure 4.39 on the next page reports the percentage of respondents who indicate that crime is the chief safety concern across districts.

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[14] Total of 998 valid responses.
[15] In addition to drugs, gangs and guns, category includes general crime, violent crime, and theft and property damage.
[16] Category includes traffic, speeding, drunk drivers, and bad drivers.
[17] Category includes bad neighborhoods, lack of sidewalks, lack of street lighting, homeless and panhandlers, and streets not safe at night.

Figure 4.39

....and concern about crime is consistently high across service districts.
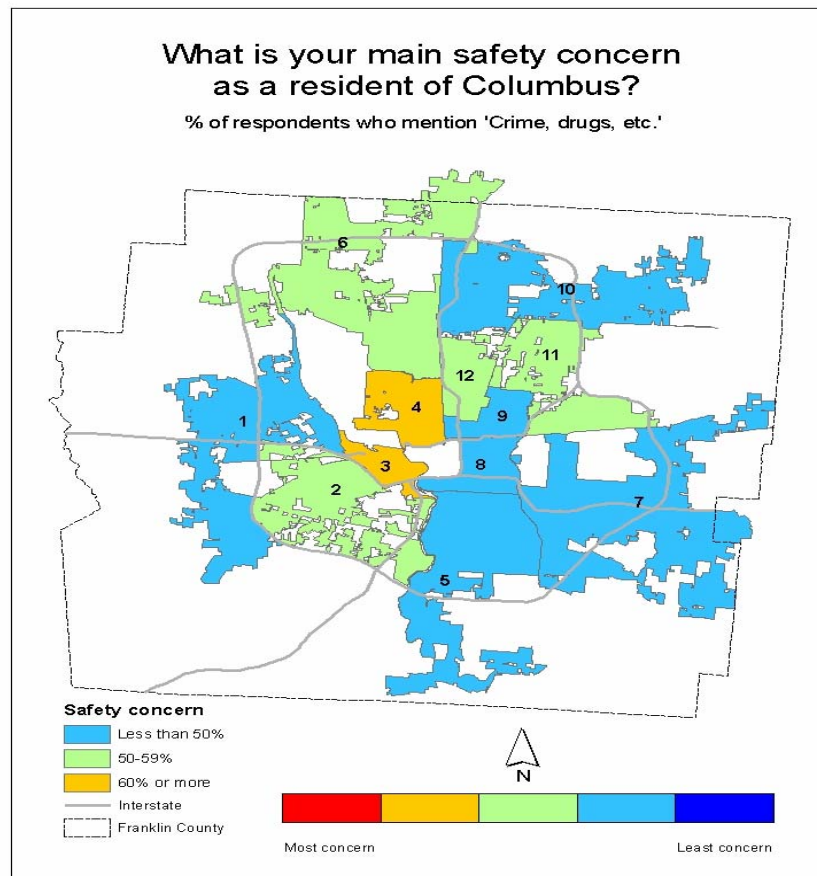
While concern about crime is consistently high across service districts, there is an interesting difference among the central districts. While less than 50% of respondents in the Near East (8) and North Central (9) districts indicate that crime is their primary safety concern, more than 60% indicate that it is just to the west in the Franklinton (3) and University/Village Area (4) districts. The Southwest (1), Brewery/German Village/Southside (5), Far East (7), and Northland (10) districts all report crime concerns around the citywide average, while the Southwest (2), Clintonville/Northwest (6), Northeast (11), and Linden (12) districts are all below 50%.

Table 4.6 on the next page reports the percentages for all safety concerns across service districts. Figure 4.40 presents these results graphically.

Table 4.6
Primary Safety Concerns across Neighborhoods

Neighborhood	Crime et al.	Auto-Related	Comm. Conditions	Lack of Police	Child Safety	Other
(1) Westland	41%	22%	6%	9%	13%	9%
(2) Greater Hilltop Southwest	51%	15%	7%	5%	10%	11%
(3) Franklinton	60%	4%	4%	11%	11%	9%
(4) University/Village Area	65%	11%	9%	4%	1%	10%
(5) Brewery/German Village/Southside	47%	19%	14%	9%	4%	7%
(6) Clintonville/Northwest	52%	21%	9%	8%	4%	6%
(7) Far East	46%	23%	12%	8%	8%	3%
(8) Near East	40%	16%	11%	7%	18%	7%
(9) North Central	49%	14%	6%	12%	8%	10%
(10) Far Northeast	45%	20%	8%	8%	9%	9%
(11) Northeast	58%	17%	8%	11%	4%	2%
(12) Linden	53%	16%	9%	8%	13%	2%
Columbus Average	**52%**	**16%**	**9%**	**7%**	**7%**	**8%**

Figure 4.40
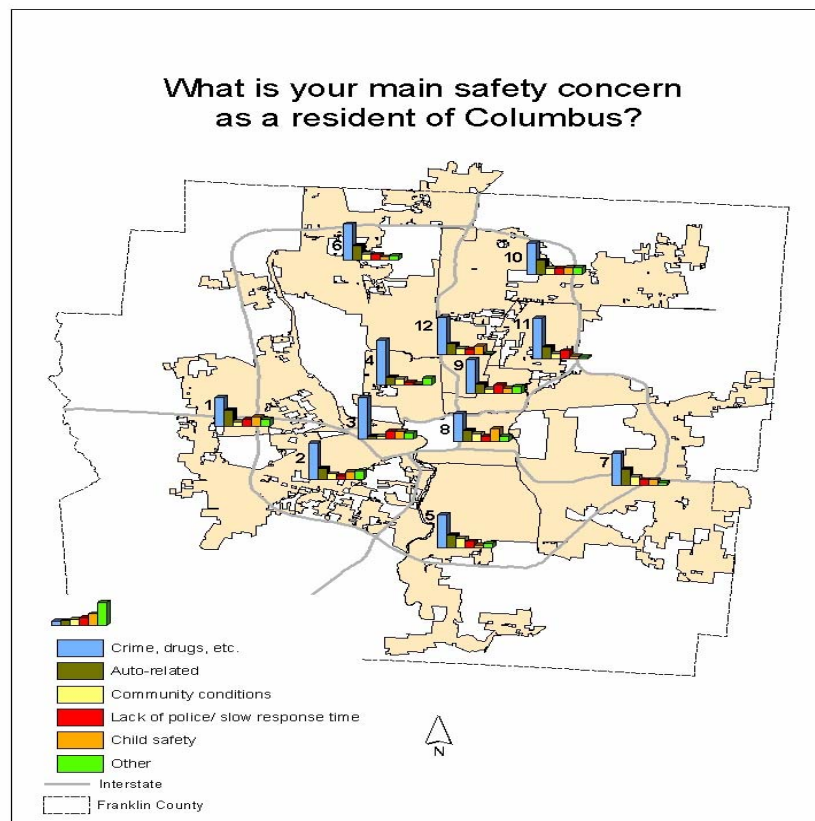
While the majority of respondents in every neighborhood indicate that crime is their primary concern, the importance of other issues varies considerably across neighborhoods. Note that auto-related concerns rank high in the Westland (1), Clintonville/North West (6), Far East (7) and Far North East (10) districts, while child-safety concerns rank high in the Near East (8) and Westland (1) districts.

iii. Neighborhood versus Downtown Safety

Respondents feel the safest during the day....

The survey also asked respondents about how safe they feel in their neighborhood and downtown, both at night and during the day. Respondents were asked to rate the degree of safety at each location and at each time of day on a 5-point scale, with 1 meaning "very unsafe" and 5 meaning "very safe." Figure 4.41 reports the average rating in each location and at each time of day from 1996 to 2002.[18]

Figure 4.41
Perceived Personal Safety by Location and Time 1996-2002
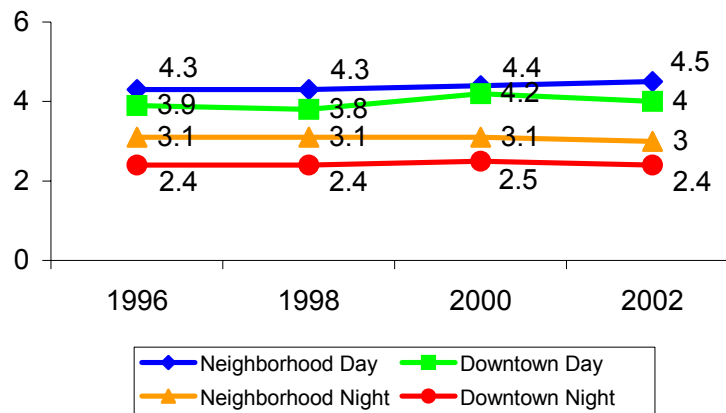
....although they feel marginally safer in their neighborhood than downtown.

The ratings have remained relatively constant overtime. Respondents feel the safest during the day, although they feel marginally safer in their neighborhood than downtown. Respondents feel less safe at night, particularly so downtown.

Differences across Service Districts

Figures 4.42 through 4.45 on the next page report these ratings by neighborhood. The figures on top of the page report safety ratings for downtown by neighborhood, while the figures on the bottom of the page report safety ratings for neighborhoods by neighborhood.

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[18] Data for 1994 are not available.

Figure 4.42

How safe do you feel walking alone in downtown Columbus during the day?

Mean rating of answers to this question for Columbus is 4.02.
Range of mean ratings for answers to this question is 3.7-4.4.

Figure 4.43

How safe do you feel walking alone in downtown Columbus after dark?

Mean rating of answers to this question for Columbus is 2.37.
Range of mean ratings for answers to this question is 2.0-2.7.

Figure 4.44

How safe do you feel walking alone in your neighborhood during the day?

Mean rating of answers to this question is 4.45.
Range of mean ratings for answers to this question is 3.9-4.8.

Figure 4.45

How safe do you feel walking alone in your neighborhood after dark?

Mean rating of answers to this question is 3.07.
Range of mean ratings for answers to this question is 2.2-4.1.

While respondents from all districts feel safe in their neighborhoods during the day....

There are many important differences across neighborhoods to highlight. To begin it is interesting to note that respondents that live in the central districts (3, 4, 8, 9 & 12) report high safety ratings for downtown Columbus during the day, while respondents from many of the outer districts feel less safe downtown. This difference essentially disappears when the question is asked about walking around downtown after dark.

....respondents from central neighborhoods feel less safe at night.

Respondents from all neighborhoods report high ratings of safety for walking around their neighborhoods during the day (4.0-4.9) except one, the Franklinton (3) district with an average rating between 3.0-3.9. This situation changes after dark. Respondents in the Franklinton (3), Near East (8), North Central (9), North East (11), and Linden (12) districts all report low ratings of safety (2.0-2.9) for walking around their neighborhoods at night, while the other districts report markedly higher ratings. This is particularly true in the Westland (1) district with an average rating between 4.0-4.9.

iv. Crime Victimization

Figure 4.46 reports the percentage of respondents that reported that some member of their household had been a victim of a crime in the last month. The figure reports victimization from 1996 to 2002.[19] Crime victimization has remained relatively stable over this period, although there is a notable jump from the last survey in 2000 (17%) to 2002 (23%).

Figure 4.46
Percentage of Respondents that Report Crime Victimization in Their Household 1996-2002

While crime victimization rates have remained relatively stable over time...
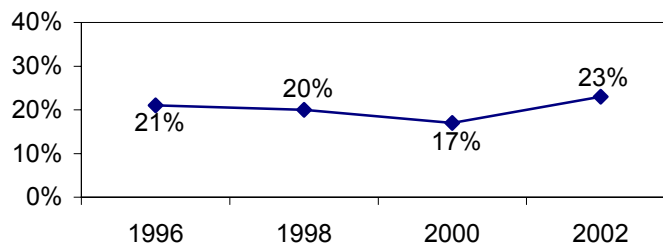
It is surprising that crime victimization has increased over this two-year period but that the percentage of respondents that report crime as the primary challenge facing Columbus has dropped from 22% in 2000 to 17% in 2002. It may be that there is a lag between crime victimization and general resident concern about crime. It will be interesting to see whether this up tick in crime victimization is

___
[19] Data from 1994 are not available.

followed by an increase in 2004 in the percentage of respondents that indicate crime is the primary challenge facing the City.

Differences across Service Districts and Subgroups

There are appreciable differences across service districts in crime victimization. Figure 4.47 indicates the percentage of respondents that report crime victimization by service district. Crime victimization rates are the lowest (less than 20% of respondents) in the eastern and northern districts (1, 6, 10, 11 & 12) and highest (30% or more) in Greater Hilltop Southwest (2), University/Village Area (4), and North Central (9) districts.

Figure 4.47

...there is considerable variation in victimization across service districts.
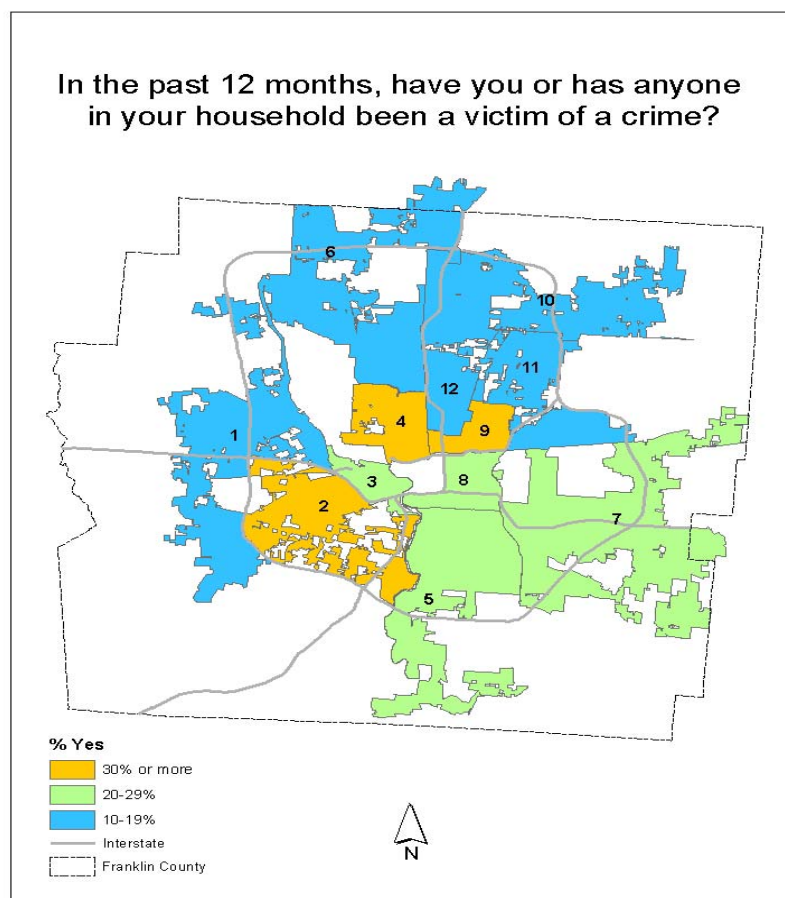
The Franklinton (3), Brewery/German Village/Southside (5), Far East (7) and Near East (8) districts report victimization rates right around the average for the City as a whole (20-29%).

Younger respondents are more likely to be the victim of a crime than older respondents...

While there are no perceptible differences in crime victimization between respondents by education or income, there are noticeable and interesting differences based on age and race. As Table 4.7 reports, younger respondents are more likely to have been the victim of a crime (or have someone in their household who has been the victim of a crime) than older residents.

Table 4.7
Crime Victimization by Age

	Age Bracket			
	18-29	30-44	45-59	60+
Victim of Crime	33%	28%	19%	6%
Total Responses	327	345	261	238

...and white respondents are more likely to be the victim of a crime than African respondents or respondents from other racial groups.

There are also interesting differences across racial groups. As exhibited in Table 4.8, 25% of white respondents report being the victim of a crime, as compared to 20% of African American respondents and only 17% of respondents from other racial groups.

Table 4.8
Crime Victimization by Race

	Race		
	White	African American	All Other
Victim of Crime	25%	20%	17%
Total Responses	759	343	86

v. Citizen Responsibility To Work with the Police to Prevent Crime

The survey also asked respondents how much responsibility they think individual citizens have to work with the police to prevent crime. This is an important element in any community-based policing strategy. If citizens feel little responsibility to collaborate with the police, community-based crime prevention activities are likely to fail. As Figure 4.48 reports, the majority of respondents feel that citizens should collaborate with the police to prevent crime (64% indicate "a great deal" and 30% indicate "some." This suggests that Columbus residents feel individually responsible in helping to prevent crime.

Figure 4.48
How Much Should Citizens Work with the
Police To Prevent Crime
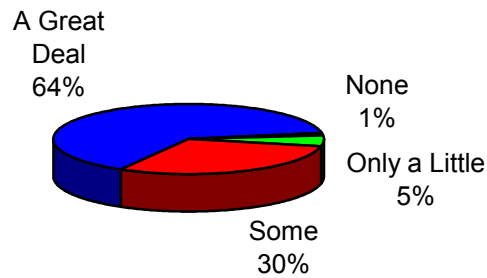
The majority of respondents think they have responsibility to work with the police to prevent crime.

A Great
Deal
64%

None
1%

Only a Little
5%

Some
30%

Differences across Subgroups

While there are no notable differences across service districts and most subgroups, there is a difference at the high end between racial groups. While 61% of white respondents and 57% of respondents from other racial groups think individual citizens have to work with the police "a great deal" to prevent crime, almost 73% of African American respondents select this response.

C. Downtown Development

…develop a vibrant and thriving downtown that is recognized as an asset for the region…

The survey asked several questions about whether residents see downtown as an asset for the region. Figure 4.49 reports how important respondents think downtown development is for Columbus' future.

The majority of respondents think that downtown is important for Columbus' future...

Figure 4.49
Importance of Downtown Development for Future of Columbus
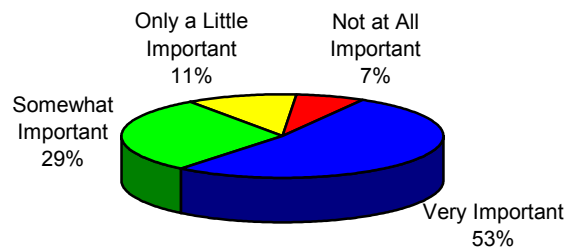
The overwhelming majority of respondents think that downtown development is either "very important" (53%) or "somewhat important" (29%) for the future of Columbus. Only 7% of respondents think it is "not at all important." This signals strong recognition of the importance of taking steps to make downtown vibrant and thriving.

...and most respondents think downtown needs more commerce, entertainment and housing to be vibrant...

Table 4.9 reports respondents' views on what they think are the most important problem to deal with in developing downtown.

Table 4.9
Most Important Problem in Developing Downtown[20]

Bringing Commerce and Entertainment to Downtown [21]	29%
Lack of Housing & Residential Population	13%
Traffic, Transportation and Streets	13%
Deterioration of Downtown Buildings	11%
Lack of Parking	10%
Over Development and a Lack of Space	6%
Safety	5%
Cost	4%
Other	9%

[20] Multiple responses allowed. Table based on 1062 valid responses.
[21] Category includes bringing more life, business, stores, nightlife & entertainment.

Almost one-third of respondents think that downtown needs more commerce and entertainment (29%). Alternatively, 13% of respondents think that the problem is not commerce, but housing. About a quarter of respondents point to infrastructure issues: 13% cite traffic, transportation and streets, while 11% report the deterioration of downtown buildings. Another 10% cite over development and a lack of space, while 6% report parking. Finally, 5% report cost fears, 4% safety, and 9% some other problem.

Differences across Service Districts

Because the majority of respondents believe that downtown development is important, there is little variation across neighborhoods and subgroups. There is, however, interesting geographic variation in another downtown question. Figure 4.50 reports the average number of times respondents visited downtown in the last year for entertainment by district.

Figure 4.50
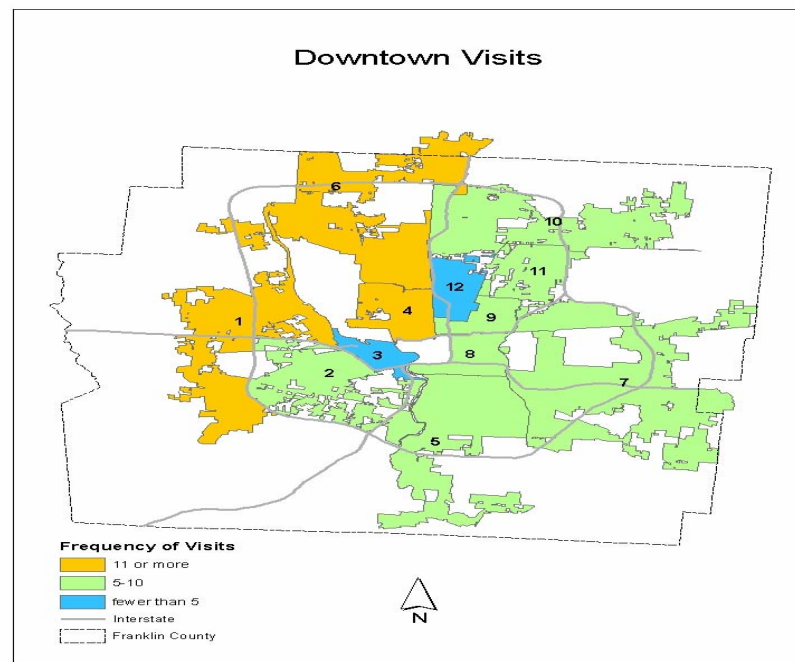
Respondents from the east and northeast make the most visits to downtown for entertainment.

Interestingly, two of the neighborhood service districts with the highest frequency of visits (11 or more) are far away from downtown -- Westland (1) and Clintonville/Northwest (6). In addition, respondents in the University/Village Area (4) also report a high frequency of visits. It is also surprising to note respondents in two districts located near downtown -- Franklinton (3) and Linden (12) report low frequency visits (less than 5). Respondents from the remaining seven districts averaged between 5 and 10 visits.

D. Education

…encourage and promote participation in learning opportunities…

The primary means by which the City can encourage and promote participation in learning opportunities is through the recently organized Office of Education. The primary goal of the Office is to support children in their education and in their transitions to higher education, work, family, and adult community.

i. Priorities for the Office of Education

While the focus of the Office is to facilitate the education of children, the primary programmatic means by which to accomplish this goal remains unsettled. The 2002 survey asked respondents to prioritize among three activities the Office could undertake to help children receive a good education. Alternatively respondents could indicate that the city should have no role in education at all. Figure 4.61 reports the results.[22]

Most respondents think the City should provide after-school programs for kids…

Figure 4.51
Activities the City Should Undertake
to Help Children Receive a Good
Education
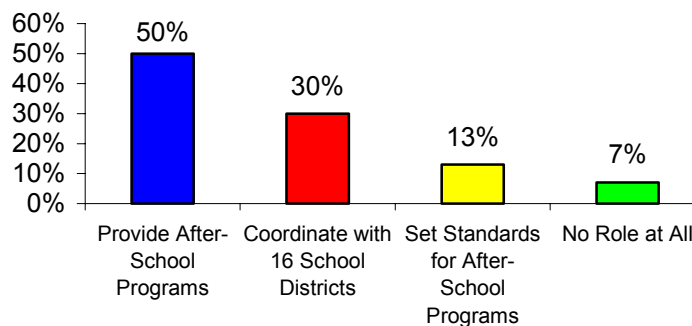
…and less than a tenth of respondents think the City should have no roll at all in education.

Half of respondents indicate that the City should directly provide after school programs. This suggests strong support for the Office directly delivering after-school educational programming to children. Another 30% indicate that the primary focus should be on coordinating with the 16 school districts within in Columbus. While not as high as for providing after-school programming, this response suggests that a significant portion of the population feels that the patch-work quilt of school systems in the Columbus boundaries needs better organization and governance. This is corroborated by other open-ended questions throughout the survey where residents indicate that school governance

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[22] Total of 1142 valid responses.

is a problem, despite the fact that the City does not oversee the various school districts. Less than a sixth of respondents indicate that the priority should be setting standards for after-school programs, and only 7% think the City should have no role at all.

Differences across Subgroups

Younger respondents are more supportive of the City coordinating activities with the Columbus Public Schools.

There are no appreciable differences across service districts and most subgroups except for one – age. In particular, 38% of respondents between 18-29 years of age think the City should coordinate with the 16 public schools as compared with only 22% of those respondents 60 years and older and the citywide average of 30%.

One way to interpret this is that younger residents are more concerned about the governance of the Columbus public schools than older residents because younger residents are likely to have children in the public schools. However, other cross tabulations do not provide support for this explanation. There are no meaningful differences between those respondents with children and those without.

ii. Public Awareness of Cap City Kids Program

Less than a third of respondents are aware of the program Cap City Kids…

This year the Office of Education launched one of its first programmatic efforts – Cap City Kids. The program is designed to serve as a new model for after school programs. The model incorporates trained staff, state of the art technology, high expectations and high performance standards to gauge student's academic achievement. In addition, the program provides kids a safe place to learn and play after school. When asked whether they had heard of the program, 28% of respondents indicated that they had, while 72% had not. This is not surprising given the newness of the program.

Differences across Districts and Subgroups

…although those with children in the public schools are more aware of the program than those who do not have children in the public schools.

As expected, a higher percentage of respondents with at least one child in the public schools (34%) are aware of the program in comparison to respondents with no children in the public schools (20%). While there are no other appreciable differences between subgroups, there are differences across neighborhood service districts. Table 4.10 on the next page reports the percentage of respondents aware of the program across districts. Percentages in blue indicate districts above the City average and percentages in red indicate those below. Figure 4.62 on the next page reports the percentage of respondents aware of the program in graphical form across three categories: 20% or less aware; 21%-30% aware; and 30% or more aware.

Table 4.10
Awareness of Cap City Kids Program by Neighborhood[23]

Neighborhood	Aware
(1) Westland	24%
(2) Greater Hilltop Southwest	20%
(3) Franklinton	18%
(4) University/Village Area	24%
(5) Brewery/German Village/Southside	24%
(6) Clintonville/Northwest	29%
(7) Far East	32%
(8) Near East	35%
(9) North Central	38%
(10) Far Northeast	26%
(11) Northeast	35%
(12) Linden	38%
Columbus Average	**28%**

Respondents in the central and eastern parts of the City are more aware of the program than respondents in the southeast.

As Figure 4.62 shows, the southeast districts (2 & 3) report the lowest awareness (less than 20%), while the central and eastern districts (7, 8, 9, 11 & 12) report the highest awareness (30% or more).

Figure 4.52

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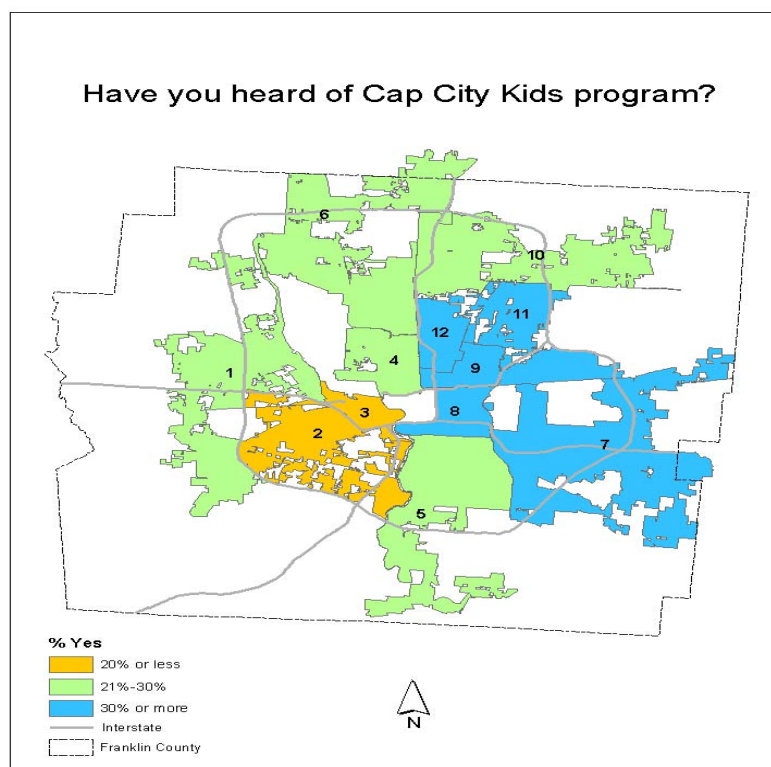
[23] Total of 1173 valid responses.

E. Customer Service

...provide quality and efficient service delivery to customers using "best practices"...

Respondents in national surveys typically report poor customer service for the public services they receive. The City of Columbus seeks to buck this trend by providing its residents with high quality and efficient customer service. The 2002 survey includes several questions that touch on the quality and efficiency of customer service. In particular, the survey asks respondents to evaluate the courteousness and timeliness of city employees from several different departments, including Fire, Police, and Public Services. Overall, the results suggest that city employees are courteous and timely in their interactions with citizens, although there are important variations across service districts and subgroups in how long it takes for citizens to speak to a city employee directly.

i. Courteousness of City Employees in Dealing with Citizens

The 2002 survey asked respondents to assess whether city employees treated them courteously for two services – police and trash collection. In the case of police services, citizens were asked to make this assessment for two types of interactions with the police: when the police stopped them, and when they requested assistance from the police. In the case of trash collection, respondents were asked to assess the courteousness of city employees when they reported a problem.

Over 70% of respondents who have been stopped by the police judge the police to be courteous...

Figure 4.53
Courteousness of Police Employees
when Stopped by the Police

Courteous 72%

Not Courteous 28%
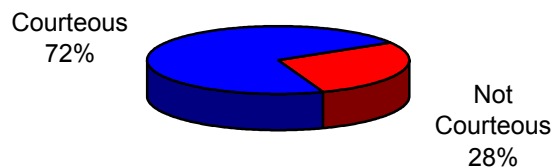
Of the respondents that had either been *stopped by the police* or knew someone in their household who had, 72% indicate that the police treated them with courtesy, while 28% indicate that they were not treated with courtesy.[24] Figure 4.63 reports these results graphically.

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[24] Total of 185 valid responses.

Of the respondents who *requested assistance from the police*, 16% indicate that they were not satisfied with the courtesy of the police (1 to 2 on a five point scale), while 84% indicated that they were satisfied (3 to 5 on a five point scale).[25] Figure 4.64 below reports these results graphically. Because of scaling differences, comparison between the two situations is not perfect, but possible. The results suggest that respondents feel the police are more courteous in situations where the respondent requests assistance as opposed to when the respondent has been stopped by the police. This difference may be attributable to the nature of the interaction, although other factors may be influential.

...but respondents find the police even more courteous when they request assistance...

Figure 4.54
Satisfaction with Courteousness of
Police when Requesting Assistance

Satisfied
(3-5 Rating)
84%

Not
Satisfied
(1-2 Rating)
16%
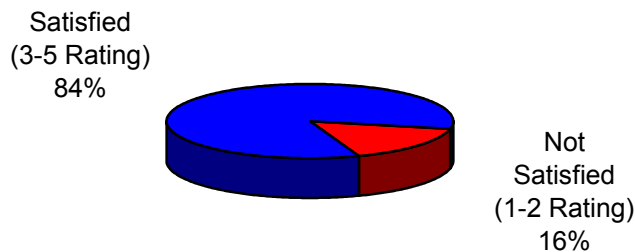
Of respondents that called the city about a problem with trash collection, 90% indicate that they were treated with courtesy, while only 10% indicate that they were not.[26] Figure 4.65 reports these results graphically. This is appreciably higher than the 72% of respondents that indicate they were treated with courtesy when stopped by the police. Again, this difference may be due to the nature of the interaction between the respondent and the city employee.

...and public service employees responsible for trash collection problems receive the highest courteousness evaluations.

Figure 4.65
Courteousness of City Employees
when Reporting Trash Collection
Problem

Courteous
90%

Not
Courteous
10%

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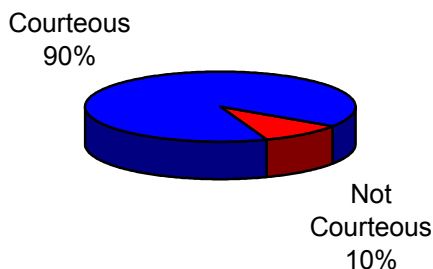
[25] Total of 223 valid responses.
[26] Total of 206 valid responses.

ii. Timeliness of City Employees in Responding to Problems

While response timeliness to citizen inquiries is up for all services examined…

To gauge the responsiveness of city employees, the survey asked citizens about whether problems they reported to various departments were dealt with in a timely fashion. Since 1996, the City has been measuring citizen satisfaction with response timeliness in three service areas – fire, emergency medical, and police. The 2002 survey added a fourth service – trash collection. Citizens were asked to rate their satisfaction with the City's response time on a scale from 1 to 5, with 1 being "not satisfied" and 5 being "very satisfied". Table 4.11 compares satisfaction ratings from 1996 to 2002 for the timeliness of city employee responses for these four services.

Table 4.11
Timeliness of City Services to Citizen Requests for Assistance 1996-2002[27]

	1996	1998	2000	2002	
Fire Services[28]	4.7	4.5	4.7	4.8	▲
Emergency Medical Services[29]	4.5	4.4	4.6	4.7	▲
Police Services[30]	3.4	3.2	3.2	3.5	▲
Trash Collection[31]	--	--	--	4.4	◆

…Police services continue to lag behind.

Satisfaction with fire service response times has remained consistently high, with means above 4.5 for each of the four time periods. Citizens are equally satisfied with the timeliness of emergency medical services. Citizens are less satisfied with the response time of police services. In each of the four time periods, there is at least a one-point difference between police services and the other two safety services. The good news is that satisfaction with response timeliness is up for all three services, with police services making the biggest jump from 3.2 to 3.5. In addition, the average satisfaction rating for the City's response timeliness to trash collection problems is a 4.4, a score comparable with the ratings of fire and emergency medical services.[32]

The 2002 survey also asked respondents how long it takes before they speak to a city employee directly when they contacted the City about a problem. Almost 70% of respondents indicate that they have contacted the City about a problem. Of these respondents, 72% indicate that they

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[27] Sample size not available for 1996 for fire, emergency medical, or police services.
[28] N=34 in 1998 and 2000; N=58 in 2002.
[29] N=113 in 1998 and 2000; N=205 in 2002.
[30] N=129 in 1998 and 2000; N=217 in 2002.
[31] N=1171 in 2002.
[32] Sample sizes are too low for service districts and subgroups comparisons.

were able to speak with someone directly on the same day or within one to two days, and an additional 10% report direct contact within a week. Only 18% waited a week or longer. Figure 4.66 reports these results graphically. Given the breadth of service problems citizens contact the City about, it is impressive that almost three-quarters of respondents achieve direct contact within two days.

Most respondents speak to a city employee directly within two days…

Figure 4.56
Length of Time It Takes to Speak to a
City Employee Directly
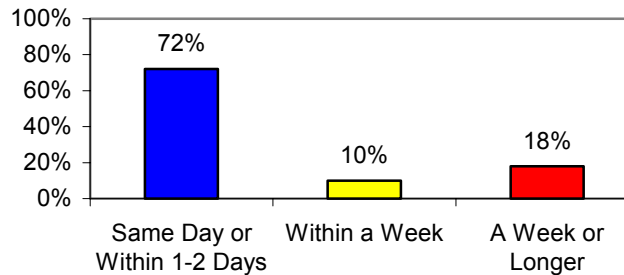
Differences across Service Districts and Subgroups

The picture is less positive when the results are examined by neighborhood, education and race. Figure 4.67 and Table 4.12 display the differences across districts in terms of how long it takes before respondents were able to speak with someone directly.

...but there are important differences across service districts.

Table 4.12
Length of Time It Takes to Speak to a City Employee Directly by Service District

Neighborhood	Same Day or 1-2 Days	Within a Week	A Week or Longer
(1) Westland	73%	10%	16%
(2) Greater Hilltop Southwest	76%	6%	18%
(3) Franklinton	60%	13%	27%
(4) University/Village Area	75%	7%	18%
(5) Brewery/German Village/Southside	64%	16%	19%
(6) Clintonville/Northwest	80%	12%	8%
(7) Far East	72%	8%	20%
(8) Near East	49%	17%	34%
(9) North Central	69%	8%	22%
(10) Far Northeast	83%	3%	14%
(11) Northeast	63%	9%	28%
(12) Linden	75%	14%	12%
Columbus Average	**72%**	**10%**	**18%**

As Table 4.12 and Figure 4.67 report, respondents in several districts report response periods higher than the citywide average, and several neighborhood districts are appreciably below the citywide average. In particular, only 48% of respondents in the Near East (8) district report speaking to someone directly on the same day or within one to two days, while 34% of respondents indicate that it was a week or more before they spoke to someone directly. In comparison, 83% of respondents in the Northland (10) district and 80% in the Clintonville/ Northwest (6) district spoke directly with a city official on the same day or within a day or two, and only 8% and 14%, respectively, waited a week or longer. These are notable differences.

The gap across service districts in reaching direct contact with a city employee is wide.

Figure 4.57

When you contacted the city of Columbus about a problem, how long was it before you were able to speak with someone directly?

1 week or more
Within a week
Same day
Interstate
Franklin County
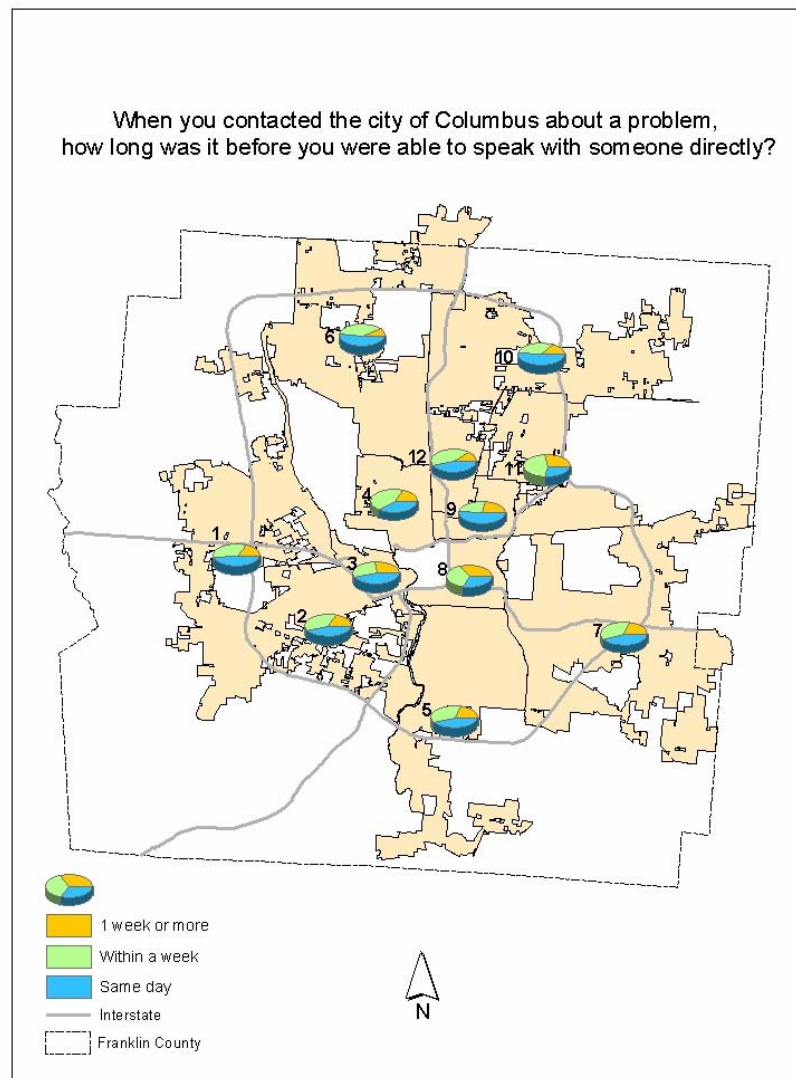
There are also important differences between subgroups, although they are not as dramatic as the case with service districts. To begin, Table 4.13 reports the differences in waiting periods across respondents with different levels of education.

Table 4.13
Waiting Period to Speak to a City Employee Directly about a Problem by Education Level

Waiting Period	Education Level			
	Some High School	High School Grad	Some College	College Grad
Within 1-2 Days	61%	71%	72%	76%
Within a Week	13%	8%	9%	10%
A Week or More	26%	21%	19%	14%
Total Responses	85	215	237	269

Less education correlates with longer wait periods....

These results suggest that those with less education wait longer to speak to a city representative directly. Almost twice as many respondents with only some high school education or less wait a week or more compared with college graduates. These results are difficult to interpret since it is unknown how respondents attempted to contact the City (i.e. phone, email, in person). However, the results suggest that those with less education have a more difficult time navigating the City bureaucracy.

Similar differences exist between racial groups. Table 4.14 reports the differences in waiting periods between African Americans, whites and all other racial groups.

...and African Americans wait longer on average than respondents from other racial groups.

Table 4.14
Waiting Period to Speak to a City Employee Directly about a Problem by Race

Waiting Period	Race		
	African American	White	All Other
Within 1-2 Days	67%	74%	74%
Within a Week	9%	10%	12%
A Week or More	24%	16%	14%
Total Responses	248	502	58

More African American respondents wait longer to speak to a city employee than white respondents and respondents from other racial groups. Almost a quarter of African-American respondents indicate they wait a week or more, while only 16% of white respondents and 14% of respondents from other racial groups wait this long.

iii. Improving Customer Service with a 311 Phone System

In an effort to improve the efficiency of responses to citizen inquiries, the City is implementing a 311 phone system. Rather than try to figure out on their own which department to call with a problem or question, citizens will now be able to call one number where an operator will direct their call to the appropriate department or city employee. Management experts argue that a 311 system will make it much easier for residents to navigate the City's bureaucracy.

The 2002 survey asks residents whether they would prefer to contact departments directly with a problem or question or to call one centralized number. Figure 4.68 reports the results to this question.

Figure 4.58
Preference for Calling One Number or
Contacting Departments Directly with
a Question or Problem

Three-fourths of respondents indicate that they would prefer the City's proposed 311 phone system.

One Number 75%

Department Directly 25%
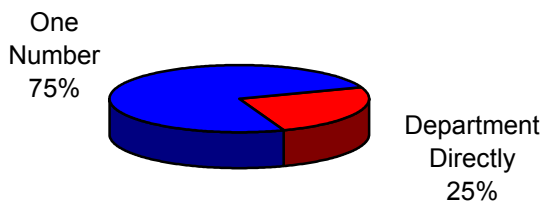
Three-fourths of respondents indicate that they would prefer to call one number, suggesting strong support for the City's planned implementation of this customer service "best practice."

Differences across Service Districts and Subgroups

Support for this reform is not equally strong across neighborhood service districts or educational, income and racial subgroups. Table 4.15 and Figure 4.69 on the next page report the percentage of respondents in favor of a 311 system versus contacting departments directly across districts. Percentages in blue indicate districts that are above the City average in terms of favoring a 311 system and percentages in red indicate those that are below.

Table 4.15
Preference for Calling One Number or Contacting Departments
Directly across Neighborhood Service Districts

Neighborhood	One Number	Departments
(1) Westland	83%	17%
(2) Greater Hilltop Southwest	72%	28%
(3) Franklinton	77%	23%
(4) University/Village Area	80%	20%
(5) Brewery/German Village/Southside	71%	29%
(6) Clintonville/Northwest	78%	22%
(7) Far East	79%	21%
(8) Near East	64%	36%
(9) North Central	65%	35%
(10) Far Northeast	80%	20%
(11) Northeast	71%	29%
(12) Linden	65%	35%
Columbus Average	**75%**	**25%**

Support is strongest for contacting departments directly in the east-central corridor.

Support is strongest for contacting departments directly in the Near East (8), North Central (9), and Linden (12) districts. Support is strongest for calling one number in the Westland (1), University/Village Area (4), and Far Northeast (10) districts.

Figure 4.59
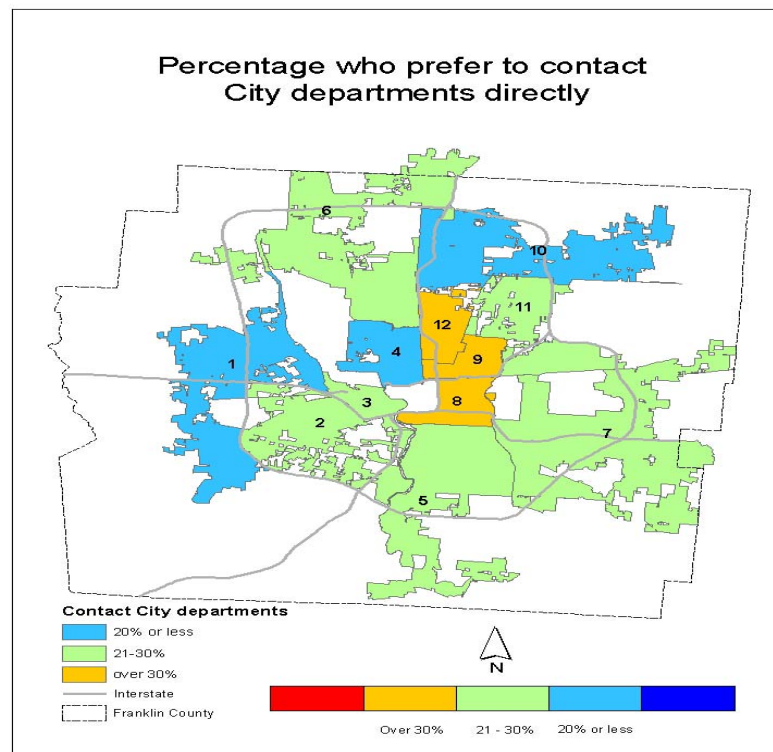
There are also differences between subgroups based on education, income, and race. Table 4.16 reports contact preference by education, while Table 4.17 reports contact preference by income level.

Table 4.16
Preference for Calling One Number or Contacting Departments Directly by Education Level

Contact Preference	Education Level			
	Some High School	High School Grad	Some College	College Grad
One Number	70%	67%	83%	76%
Departments	30%	33%	17%	24%
Total Responses	116	302	358	390

Respondents with more education and income are more supportive of the proposed 311 system.

Generally speaking, respondents with more education and high income levels are more supportive of the proposed 311 system than those with less education and low income levels. In particular, less than 70% of respondents with a high school degree or less would prefer to contact one number, while more than 70% of those with some college or a college degree prefer to contact one number. Similarly, only 68% of respondents that earn less than $20,000 a year would prefer to contact one number, while over 80% of respondents that earn $75,000 or more would prefer this option.

Table 4.17
Preference for Calling One Number or Contacting Departments Directly by Income Level

Contact Preference	Income Level				
	Less Than $20,000	$20,000 to $30,000	$30,000 to $50,000	$50,000 to $75,000	More Than $75,000
One Number	68%	80%	76%	85%	82%
Departments	32%	20%	24%	15%	18%
Total Responses	312	172	264	171	125

There are also differences across racial groups. As Table 4.18 reports on the next page, while 80% of white respondents would prefer to contact one number, only 69% of African American respondents and 58% of respondents from all other racial groups would prefer this option.

Whites are more supportive of the 311 system than other racial groups.

Table 4.18
Preference for Calling One Number or Contacting Departments Directly by Race

Contact Preference	Race		
	White	African American	All Other
One Number	80%	69%	58%
Departments	20%	31%	42%
Total Responses	745	342	83

These subgroup differences may explain the differences across service districts. The Near East (8), North Central (9) and Linden (12) districts all have relatively high concentrations of respondents with low income and education levels. In addition, these service districts have larger concentrations of African American residents than other service districts.

F. Peak Performance

…invest in all city employees and develop systems that support a high performing city government…

The City of Columbus is committed to improving its overall performance. As discussed throughout the report, many of the results provide insight into whether the City is performing at a high level. In particular, the best indicator of performance progress is arguably citizen assessments of the quality of various public services. It is difficult to make an objective assessment of whether the city is operating at peak performance in the absence of a numerical performance target (i.e. 8.5 rating on the 10 point scale). However, the results suggest that the quality of public services continues to improve with the average rating for all services up each year the survey has been implemented. This is a strong sign that investments in employees and management systems have to lead to service improvements.

Signs point to continued performance advancement…

i. How the City Is Wasting Money

Another way to gauge peak performance is to ask residents to identify ways that the City is wasteful. This question invites criticism, but insightful criticism is often the foundation for improvement. Table 4.19 reports respondent opinions about how the City is wasting money.

Table 4.19
How Is the City Wasting Money?[33]

…but continued room for improvement.

Construction and Development[34]	38%
Too Many or Inefficient Public Employees[35]	21%
Mismanagement of Schools, Transportation, or Electric System	8%
Wasting Money in General	7%
Ads and Special Events	4%
Resource Transfers[36]	3%
Not Wasting Money	3%
Other	16%

[33] Multiple responses allowed. Table based on 590 valid responses.
[34] Category includes construction and development of roads, parks, stadiums, shopping centers, campus area, downtown, other buildings, handicap accessible amenities, and general development.
[35] Category includes city personnel, school officials, and police officers.
[36] Category includes resources transferred to suburbs, other communities, and businesses.

This can be a difficult question to interpret because it is open-ended, but can also provide insight into performance, particularly if tracked over time. One way to use this question is simply to track the percentage of respondents to the question. Of the 1188 respondents in the survey, less than half (571) identified a way the City is wasteful.

Another alternative is to track the percentage of respondents that identify a personnel or management failure. For example, 21% indicated inefficient or too many public employees. If this percentage grows in future years, it is a strong suggestion that public employees are not performing adequately in the minds of taxpayers. Alternatively, if this number decreases, it may reflect a general sense that investments in public employees and personnel management systems have lead to employee performance improvement.

Finally, policymakers can simply track the percentage of respondents that indicate that the City is not wasting money. In 2002, 3% of respondents indicate that the City is not wasteful. If this percentage increases overtime, this is a strong sign of satisfaction with the operation and management of the City.

ii. How the City Can Do a Better Job

Not only are citizens good sources of criticism, they often have good ideas about how to prioritize performance improvement efforts. Table 4.20 reports respondent opinions on how the City can do a better job.

Table 4.20
How the City Can Do a Better Job[37]

Better Involve Community in Decision-Making[38]	17%
Improve Community Conditions[39]	17%
Improve Overall Government Performance & Efficiency[40]	15%
Improve Transportation Management & Infrastructure[41]	12%
Improve Management & Operation of Safety Services[42]	11%
Improve Management of Schools	5%
Already Doing a Good Job	5%
Other	18%

[37] Multiple responses allowed. Table based on 928 valid responses.
[38] Category includes increase community involvement and keep public informed.
[39] Category includes improve neighborhoods, downtown & poor areas.
[40] Category includes project and budget efficiency & public employee performance.
[41] Category includes improve streets, safety, traffic, transportation & snow removal.
[42] Category includes more police, improve emergency response time & reduce crime.

Three-quarters of respondents have suggestions for how the City could improve performance...

Over 75% of participants in the survey provide at least one idea for how the City could do a better job. As Table 4.20 reports, respondents suggest a range of areas where the City should focus its performance improvements. Interestingly almost one-fifth of respondents indicate that the City could do a better job informing and involving the community in public decision-making. This is a fairly strong signal that many respondents feel they have little ability to influence the policy-making process.

...including improving the management of specific services, like transportation, schools, and safety.

The same percentage of respondents recommend focusing efforts on improving community conditions, including improving neighborhoods, the downtown, and poor areas. Almost 30% of respondents recommend improving the management of specific services, like transportation, schools and policing, while another 15% think performance improvements should take place across the board.

As was the case with the previous question that asked respondents to identify ways in which the city is wasting money, this question can be used to track performance in a similar fashion. First, policymakers can simply track the percentage of survey participants that provide a response. If the percentage of respondents declines over time, this suggests that performance is improving. Another way to track performance is to monitor the percentage of respondents that indicate that the City is already doing a good job. This measure is similar to the response that the City is not wasteful. In 2002, 5% of respondents believe that the City is already doing a good job.

Differences across Service Districts

There is no noticeable variation across subgroups for either of these two questions, but there is one notable district that stands out in terms of how the City could do a better job. Figure 4.70 on the next page reports the percentage of respondents that indicate that the City could better involve citizens in decision-making. Almost twice as many respondents in the Near East (8) district (32%) report this option as compared to the citywide average of 17%.

Figure 4.60

What do you think the city could do
in order to do a better job?

Better involve community
in decision-making

Category
- less than 15%
- 15-19%
- 20-29%
- 30% or more
- Interstate
- Franklin County

Less than 15%   15 - 19%   20 - 29%   30% or more

N
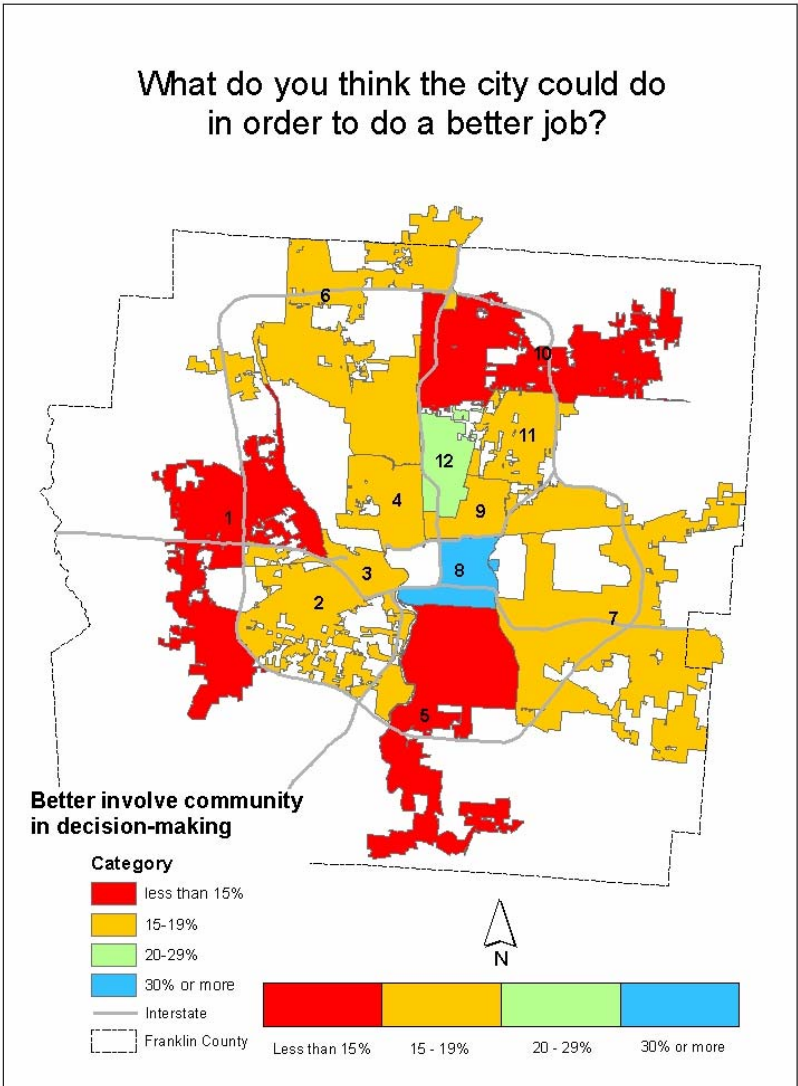
Table C-1
Respondent Demographics by Neighborhood Service Division

Gender	City	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Area 9	Area 10	Area 11	Area 12
Female	60.1%	61.1% (44)	61.0% (75)	61.5% (32)	47.4% (111)	64.7% (55)	61.4% (86)	63.5% (73)	62.7% (42)	70.5% (43)	56.9% (58)	74.6% (44)	65.4% (51)
Male	39.9%	38.9% (28)	39.0% (48)	38.5% (20)	52.6% (123)	35.3% (30)	38.6% (54)	36.5% (42)	37.3% (25)	29.5% (18)	43.1% (44)	25.4% (15)	34.6% (27)

Age	City	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Area 9	Area 10	Area 11	Area 12
18-29	27.9%	23.6% (17)	20.5% (25)	9.8% (5)	62.6% (144)	16.9% (14)	22.3% (31)	19.6% (22)	16.7% (11)	13.3% (8)	26.5% (27)	14.0% (8)	19.5% (15)
30-44	29.5%	50.0% (36)	35.2% (43)	21.6% (11)	21.3% (49)	32.5% (27)	24.5% (34)	30.4% (34)	36.4% (24)	25.0% (15)	27.5% (28)	21.1% (12)	41.6% (32)
45-59	22.3%	18.1% (13)	31.1% (38)	29.4% (15)	9.1% (21)	27.7% (23)	27.3% (38)	24.1% (27)	18.2% (12)	21.7% (13)	26.5% (27)	29.8% (17)	22.1% (17)
60+	20.3%	8.3% (6)	13.1% (16)	39.2% (20)	7.0% (16)	22.9% (19)	25.9% (36)	25.9% (29)	28.8+ (19)	40.0 (24)	19.6% (20)	35.1% (20)	16.9% (13)

Race	City	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Area 9	Area 10	Area 11	Area 12
White	63.9%	88.9% (64)	78.0% (96)	71.2% (37)	77.8% (182)	56.5% (48)	86.4% (121)	59.1% (68)	25.4% (17)	9.8% (6)	68.6% (70)	28.8% (17)	42.3% (33)
Black	28.9%	1.4% (1)	17.1% (21)	26.9% (14)	12.4% (29)	38.8% (33)	2.1% (3)	37.4% (43)	67.2% (45)	86.9% (53)	24.5% (25)	62.7% (37)	50.0% (39)
All other	7.2%	9.7% (7)	4.9% (6)	1.9% (1)	9.8% (23)	4.7% (4)	11.4% (16)	3.5% (4)	7.5% (5)	3.3% (2)	6.9% (7)	8.5% (5)	7.7% (6)

Education	City	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Area 9	Area 10	Area 11	Area 12
Non-HS	10.0%	2.8% (2)	15.6% (19)	41.2% (21)	3.4% (8)	17.6% (15)	1.4% (2)	8.7% (10)	11.9% (8)	18.0% (11)	2.0% (2)	15.5% (9)	14.3% (11)
HS grad	26.0%	22.2% (16)	37.7% (46)	29.4% (15)	9.4% (22)	37.6% (32)	12.9% (18)	31.3% (36)	32.8% (22)	27.9% (17)	27.7% (28)	32.8% (19)	46.8% (36)
Some coll	30.5%	23.6% (17)	27.0% (33)	11.8% (6)	40.2% (94)	22.4% (19)	27.9% (39)	26.1% (30)	35.8% (24)	32.8% (20)	42.6% (43)	25.9% (15)	27.3% (21)
Coll rad	33.6%	51.4% (37)	19.7% (24)	17.6% (9)	47.0% (110)	22.4% (19)	57.9% (81)	33.9% (39)	19.4% (13)	21.3% (13)	27.7% (28)	25.9% (15)	11.7% (9)

Employment	City	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Area 9	Area 10	Area 11	Area 12
Work FT	57.0%	66.7% (46)	58.9% (66)	32.0% (16)	57.1% (121)	50.0% (38)	58.6% (75)	59.3% (64)	62.3% (38)	37.0% (20)	69.6% (64)	57.1% (32)	57.1% (40)
Work PT	9.0%	4.3% (3)	8.0% (9)	8.0% (4)	13.7% (29)	11.8% (9)	9.4% (12)	7.4% (8)	8.2% (5)	9.3% (5)	7.6% (7)	1.8% (1)	8.6% (6)
Unempl.	2.7%	4.3% (3)	4.5% (5)	4.0% (2)	2.4% (5)	7.9% (6)	(0)	0.9% (1)	3.3% (2)	3.7% (2)	1.1% (1)	1.8% (1)	1.4% (1)
Retired	19.4%	10.1% (7)	15.2% (17)	46.0% (23)	7.5% (16)	23.7% (18)	22.7% (29)	26.9% (29)	14.8% (9)	38.9% (21)	16.3% (15)	26.8% (15)	17.1% (12)
Student	5.1%	2.9% (2)	0.9% (1)	(0)	16.5% (35)	1.3% (1)	2.3% (3)	0.9% (1)	4.9% (3)	3.7% (2)	2.2% (2)	5.4% (3)	2.9% (2)
Homemaker	6.9%	11.6% (8)	12.5% (14)	10.0% (5)	2.8% (6)	5.3% (4)	7.0% (9)	4.6% (5)	6.6% (4)	7.4% (4)	3.3% (3)	7.1% (4)	12.9% (9)

Marital	City	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Area 9	Area 10	Area 11	Area 12
Married/cohab	34.7%	41.7% (30)	39.8% (49)	38.5% (20)	17.1% (40)	38.8% (33)	47.8% (67)	41.8% (48)	19.4% (13)	23.3% (14)	44.6% (45)	49.2% (29)	29.9% (23)
Divorced	11.2%	16.7% (12)	13.0% (16)	9.6% (5)	2.6% (6)	12.9% (11)	9.3% (13)	14.8% (17)	19.4% (13)	10.0% (6)	15.8% (16)	15.3% (9)	11.7% (9)
Separated	1.9%	1.4% (1)	4.1% (5)	1.9% (1)	0.9% (2)	1.2% (1)	2.1% (3)	(0)	4.5% (3)	6.7% (4)	1.0% (1)	(0)	1.3% (1)
Single	43.3%	36.1% (26)	31.7% (39)	32.7% (17)	77.8% (182)	36.5% (31)	33.6% (47)	30.4% (35)	49.3% (33)	35.0% (21)	28.7% (29)	27.1% (16)	48.1% (37)
Widow	8.9%	4.2% (3)	11.4% (14)	17.3% (9)	1.7% (4)	10.6% (9)	7.1% (10)	13.0% (15)	7.5% (5)	25.0% (15)	9.9% (10)	8.5% (5)	9.1% (7)

Income	City	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Area 9	Area 10	Area 11	Area 12
<$20K	30.0%	6.1% (4)	31.1% (33)	52.1% (25)	42.8% (92)	31.5% (23)	13.0% (16)	27.0% (27)	43.3% (26)	43.1% (22)	13.0% (12)	23.5% (12)	35.2% (25)
$20-$30K	16.6%	10.6% (7)	13.2% (14)	27.1% (13)	15.3% (33)	23.3% (17)	15.4% (19)	9.0% (9)	18.3% (11)	15.7% (8)	21.7% (20)	15.7% (8)	22.5% (16)
$30-$50K	25.2%	28.8% (19)	34.0% (36)	10.4% (5)	23.7% (51)	24.7% (18)	23.6% (29)	24.0% (24)	23.3% (14)	25.5% (13)	25.0% (23)	25.5% (13)	29.6% (21)
$50-75K	16.3%	31.8% (21)	14.2% (15)	8.3% (4)	8.4% (18)	11.0% (8)	22.8% (28)	25.0% (25)	11.7% (7)	11.8 (6)	26.1% (24)	21.6% (11)	7.0% (5)
$75K+	11.9%	22.7% (15)	7.5% (8)	2.1% (1)	9.8% (21)	9.6% (7)	25.2% (31)	15.0% (15)	3.3% (2)	3.9 (2)	14.1% (13)	13.7% (7)	5.6% (4)

Voter status	City	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Area 9	Area 10	Area 11	Area 12
Registered	76.6%	77.8% (56)	76.2% (93)	62.7% (32)	61.5% (144)	80.0% (68)	81.4% (114)`	80.9% (93)	86.8% (58)	88.5% (54)	86.3% (88)	81.4% (48)	77.9% (60)
Not registered	23.4%	22.2% (16)	23.8% (29)	37.3% (19)	38.5% (90)	20.0% (17)	18.6% (26)	19.1% (22)	13.4% (9)	11.5% (7)	13.7% (14)	18.6% (11)	22.1% (17)

Executive Summary

For the past two decades, citizens across the United States have increasingly demanded better quality public services for their tax dollars. Continued pressure to improve and document government performance lead the City of Columbus to become one of the first metropolitan Midwestern cities to implement a citizen satisfaction survey in 1994. Unlike many other cities, however, the City of Columbus has remained committed to using citizen satisfaction data as a means to assess and improve the management of city services. In particular, the City uses the results from the survey to track its progress towards achieving the goals outlined in the Columbus Covenant. In addition, the results serve as a measure for individual departments as they assess whether they are meeting department level performance measures. Based on data from subsequent satisfaction surveys in 1995, 1996, 1998, and 2000, the City is able to track the quality of various public services and target areas for improvement.

This year, 2002, the City of Columbus is once again a pioneer in urban government management. The implementation of the 2002 survey marks a significant shift in how the survey data are collected, analyzed, and reported. To date the City of Columbus has only been able to use the survey data to assess service quality across the entire city or in imprecise comparisons between the central city and suburban areas. The 2002 survey gathered responses by each of the City's 12 service districts. Figure ES.1 on the next page displays these districts. Consequently, the information included in this report can be used not only to assess whether services are improving or declining relative to past years, but also whether there are important performance differences across districts that deserve attention. Columbus is one of only a handful of cities nationwide that utilize this cutting edge tool.

The remainder of the Executive Summary reports the following highlights from the survey results:

- ❖ Quality of life ratings

- ❖ City service ratings over time

- ❖ Service district variation in service quality

- ❖ Columbus' most important challenges

- ❖ Examples from the Columbus Covenant's Strategic Goals

- ❖ Examples from individual departments

Figure ES.1
Columbus' 12 Service Districts
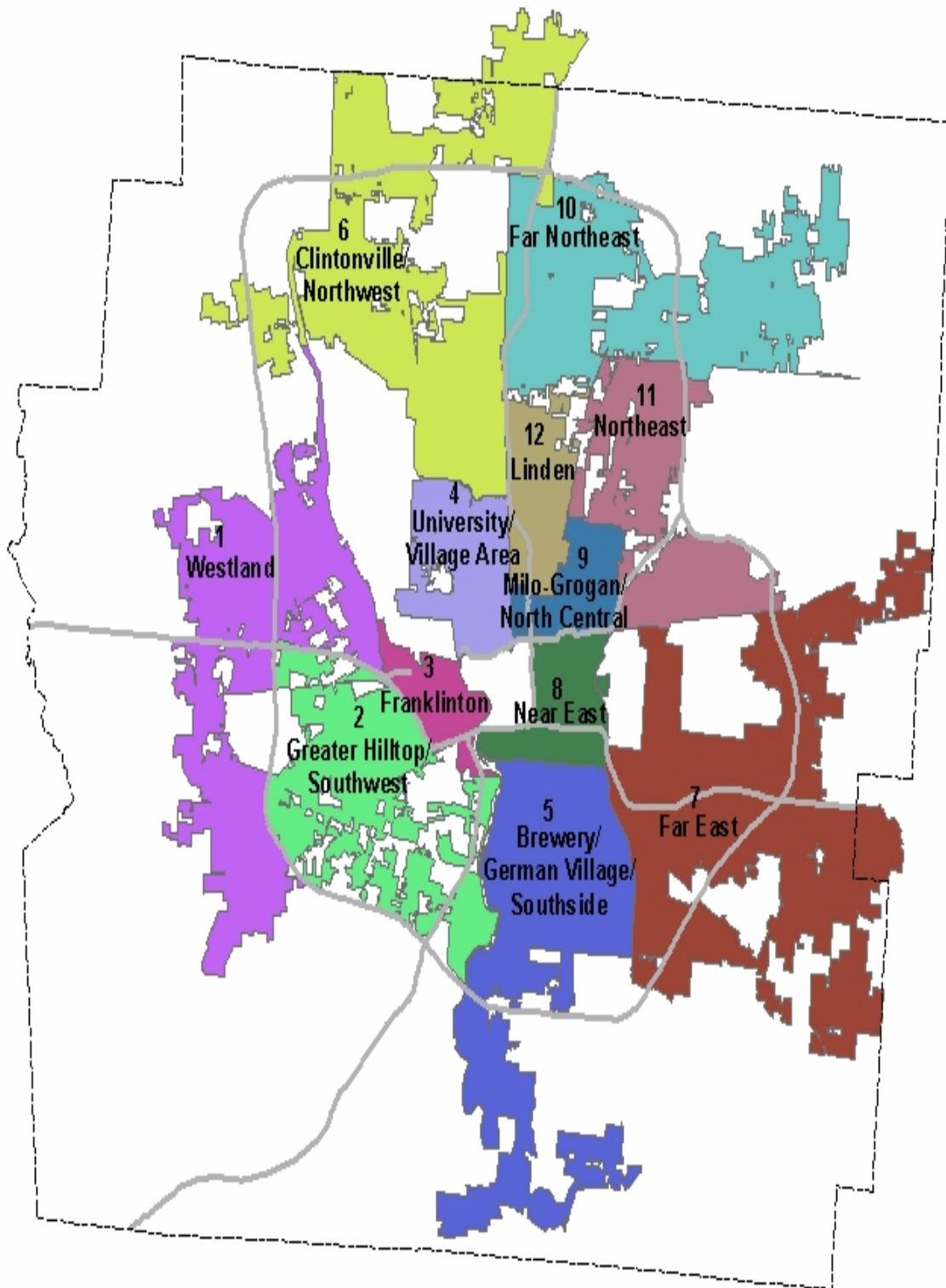
1. Quality of Life Ratings

Quality of life continues to improve…

Every two years since the first survey in 1994, respondents report a gradual increase in the overall quality of life in the City of Columbus. On a 10-point scale where 1 means "very poor quality" and 10 means "very high quality," the average rating in 2002 is 7.6 as compared with 7.2 in 1994, 7.3 in 1996, 7.4 in 1998, and 7.5 in 2000. Figure ES.2 reports these results graphically.

Figure ES.2
Average Quality of Life Rating in Columbus
1994-2002
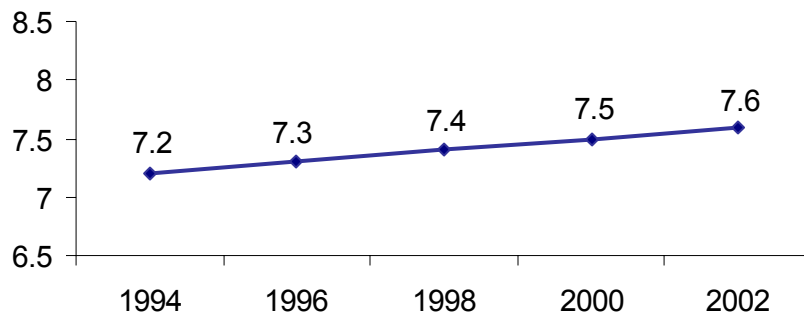
…and the quality of life gap between African Americans and whites has disappeared.

Over this time period, quality of life ratings have increased for both African American and white respondents. The average quality of life rating for African American respondents in 2002 is 7.6, up from 7.4 in 2000 and 7.2 in 1998. Similarly, the average quality of life rating for white respondents is also 7.6, the same as in 2000, but up from 7.5 in 1998. In terms of average quality of life ratings the gap between African Americans and whites has disappeared. Figure ES.3 reports quality of life ratings for both African Americans and whites.

Figure ES.3
Quality Life by Race
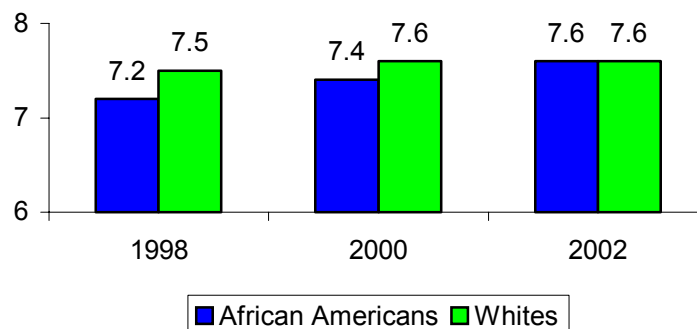
2. City Service Ratings over Time

Citizen evaluation of the quality of public services is a key benchmark of government performance. As primary consumers of public services, citizens are well positioned to assess whether they are receiving value for their tax dollars. Since the first survey in 1994, the City of Columbus has asked residents to evaluate the quality of several public services. Citizens have been asked to rate services on a 10-point scale, where 1 means "very poor quality" and 10 means "very high quality." Table ES.1 reports the ratings from 1996 to 2002. Overall, service performance continues to improve. The average service rating is 7.2, up from 7.0 in 1996. Twelve services have higher average service ratings than the previous survey in 2000, while only three services show any drop-off.

Service quality continues to improve across the board.

Table ES.1
Quality of Columbus City Services
1996-2002

	1996	1998	2000	2002	
Fire Services	8.5	8.4	8.4	8.6	▲
Emergency Medical Services	8.3	8.1	8.3	8.5	▲
Weekly Garbage Collection	7.5	7.9	7.8	8.1	▲
City Parks in General	7.1	7.2	7.7	7.6	▼
City's Recreational Programs	6.9	7.0	7.4	7.5	▲
Police Services	7.1	7.0	7.1	7.4	▲
Bulk Trash Collection	6.4	7.0	7.2	7.4	▲
Parks in Your Neighborhood	6.8	6.9	7.6	7.3	▼
Yard Waste Collection	--	6.9	7.0	7.2	▲
Drinking Water	6.7	6.4	6.6	6.8	▲
Sewers & Drainage	6.7	6.8	6.7	6.8	▲
Cleanliness of Roads & Streets	--	6.5	6.6	6.6	
Snow Removal	5.4	6.0	5.7	6.4	▲
Condition of Columbus Streets	5.4	5.6	5.5	6.3	▲
Condition of Neighborhood Streets	5.9	6.2	6.5	6.3	▼
Collection of Recyclables	--	6.0	6.0	6.2	▲
Average Service Rating	**7.0**	**7.1**	**7.1**	**7.2**	▲

3. Service District Variation in Service Quality

As noted earlier, one of the unique advantages of the 2002 survey is that data are collected and reported across the 12 service districts. Consequently comparisons can be made not only over time, but also across service districts. This information will improve the ability of the City to identify districts that need attention and better mobilize resources to address problems that vary across the City. Examples are presented for three of the services reported in Table ES.1 – Police (Figure ES.4), Neighborhood Parks (Figure ES.5), and Neighborhood Streets (Figure ES.6). Different colors are used to report different categories of ratings as follows:

Dark Blue   9.0 - 10.0
Light Blue   8.0 - 8.9
Light Green   7.0 - 7.9
Orange   6.0 - 6.9
Red   5.0 - 5.9

Figure ES.4
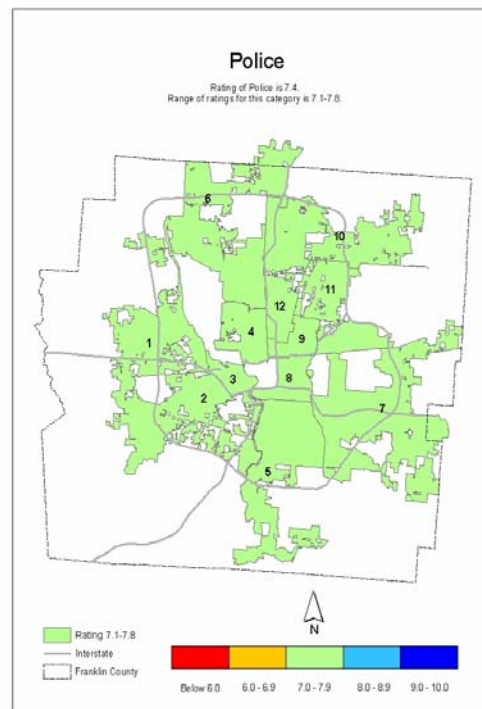
Note that there is very little variation in ratings of quality for Police services across the 12 service districts. All the districts report ratings around the citywide average of 7.4.

Figure ES.5
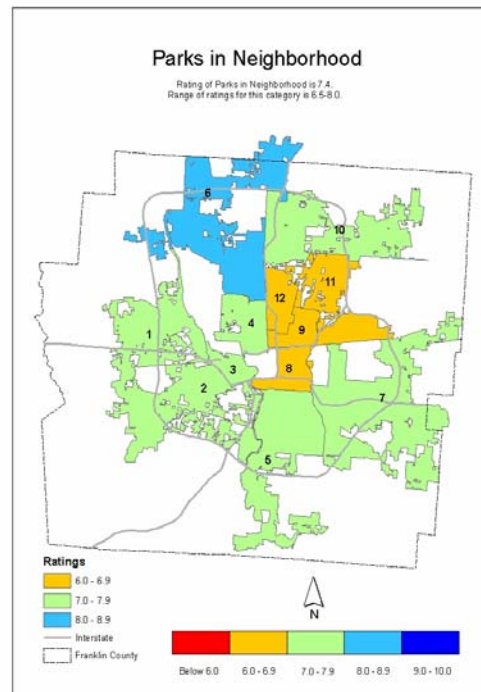
Now variation is apparent across districts. The Clintonville/ Northwest (6) district reports ratings for neighborhood parks, just above the citywide average of 7.4, while the Near East (8), North Central (9), Northeast (11) and Linden (12) districts report ratings just below the citywide average.

Figure ES.6
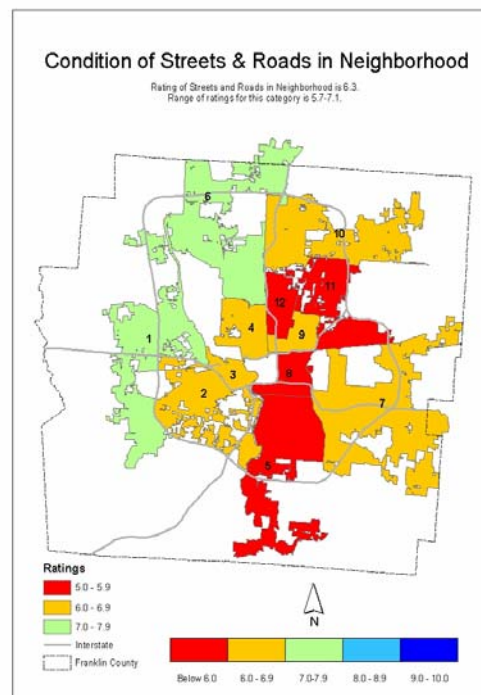
Even more geographic variation is apparent for neighborhood streets. Two districts – Westland (1) and Clintonville/Northwest (6) – report ratings above the average of 6.3, while four districts – Brewery/German Village/Southside (6), Near East (8), Northeast (11), and Linden (12) – report ratings below the citywide average.

4. Columbus' Most Important Challenges

Public safety and crime continue to recede as challenges facing Columbus….

While respondents are increasingly satisfied with their quality of life, they also report that there are important challenges facing Columbus that must be addressed to ensure continued overall satisfaction. Some of these are issues that the City of Columbus can work to improve, like the quality of roads and transportation. In other cases the City has fewer means to improve conditions, like the condition of the economy. Figure ES.7 report the top five challenges indicated by respondents when asked what is the most important challenge facing Columbus.

Figure ES.7
Most Important Challenges Facing the City of Columbus -- 1994-2002
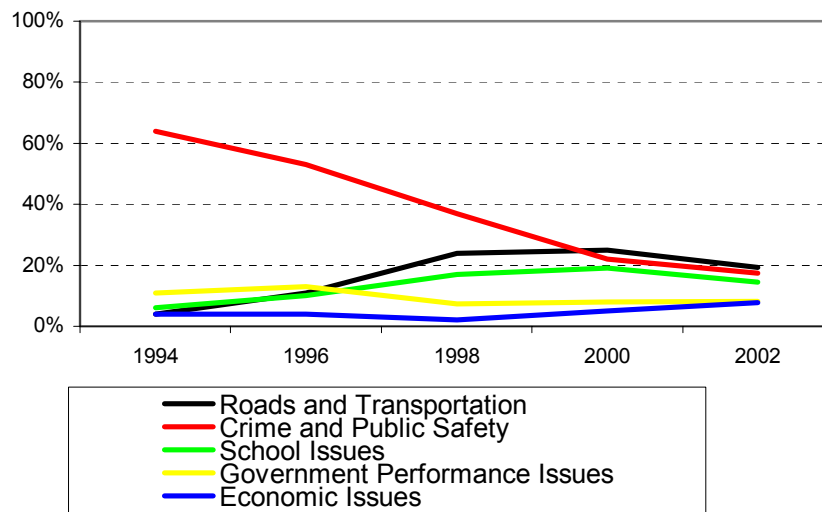
…while economic issues are increasingly a primary concern of Columbus residents.

On the positive side, crime and public safety continue to recede as an important challenge facing the city. In 1994, 64% of respondents indicated that this was the most important challenge. In 2002, 17% of respondents report crime and public safety as the most important challenge, a drop from 22% only two years earlier in 2000.

Concern with issues of government performance appears to have stabilized. While 11% of respondents in 1994 and 13% in 1996 reported that the biggest challenge facing Columbus was poor government performance (i.e. inefficient government spending), this number has remained steady since. Only 8% of respondents in 2002 indicate that this is a major challenge.

5. Examples from the Columbus Covenant's Strategic Goals

In 2000, the City of Columbus adopted the Columbus Covenant, a set of principles and goals to guide the management of the City. The Columbus Covenant is reproduced below in Figure ES.8. This section reports examples from the 2002 survey that shed light on progress towards attaining the goals established in the Covenant

Figure ES.8
The Columbus Covenant 2000

Vision

To be the best city in the nation in which to live, work, and raise a family.

Mission

To provide leadership that will inspire: high standards of excellence in the delivery of city services; a spirit of cooperation, pride and responsibility to achieve strong, safe, and healthy neighborhoods; and, a shared economic prosperity and enhanced quality of life. We undertake this mission believing and knowing that we can make a difference for future generations.

Principles of Progress

❖ Prepare our city for the next generation
❖ Promote a diverse and vibrant economy that offers everyone an opportunity to share in our prosperity
❖ Delivery measurable, quality public services and results to our residents
❖ Advance our neighborhoods
❖ Challenge ourselves to realize our city's promise and potential

Strategic Goals

Neighborhoods	engage and promote strong, distinct, and vibrant neighborhoods
Safety	enhance the delivery of safety services
Downtown Development	develop a vibrant and thriving downtown that is recognized as an asset for the region
Economic Development and Technology	provide an atmosphere that promotes job creation and economic growth in existing and emerging industries
Education	encourage and promote participation in learning opportunities
Customer Service	provide quality and efficient service delivery to customers using "best practices"
Peak Performance	invest in all city employees and develop systems that support a high-performing city government

Neighborhoods

Table ES.2 reports the prevalence of various neighborhood problems. Note that respondents were asked about each type of problem independently. Respondents did not have to pick among these problems, but rather identified whether each one is a problem in their neighborhood.

Speeding is the most frequently identified neighborhood level problem.

Table ES.2
Prevalence of Neighborhood Level Problems

Speeding	57%
Overgrown Weeds	39%
Spilled Trash	34%
Vacant Houses and Buildings	30%
Run-Down Buildings	29%
Graffiti	24%
Abandoned Cars	21%

Speeding is far and away the most frequently identified neighborhood level problem. Over half of respondents indicate that speeding is a problem. About a third of respondents indicate that each of the following is a problem in their neighborhood: overgrown weeds (39%), spilled trash (34%), vacant houses and buildings (30%), and run-down buildings (29%). Around a quarter of respondents indicate that graffiti (24%) and abandoned cars (21%) are problems.

Safety

Ensuring public safety is a fundamental responsibility of all urban governments. The results from the 2002 survey suggest that Columbus is doing a good job on this front. Figure ES.9 shows the average rating for each of the three safety services –fire, emergency medical, and police – since 1996 on a 10-point scale, where 1 means "very poor quality" and 10 means "very high quality."

The quality of safety services continues to improve.

Figure ES.9
Quality of Safety Services 1996-2002
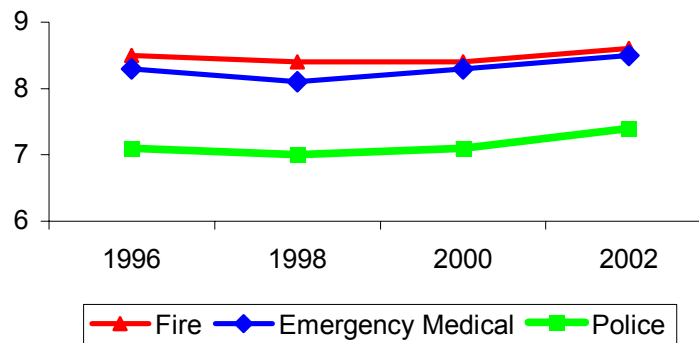
In addition, the survey results suggest that at the same time Columbus has continued to improve on the overall quality of safety services, it also gets high marks for the customer service in this area. Figure ES.10 reports the percentage of respondents who had been stopped by the police whether they were treated with fairness and courtesy. A vast majority of the 185 respondents who had been stopped by the police indicated that they were treated with fairness and courtesy.

The majority of respondents that interact with the Police believe that they are treated with fairness and courtesy.

Figure ES.10
Fairness and Courteousness of Police Employees when Stopped by the Police
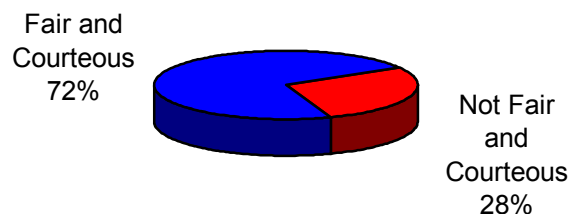
Downtown Development

The survey asked several questions about whether residents see downtown as an asset for the region. Figure ES.11 reports how important respondents think downtown development is for Columbus' future.

The majority of respondents think that downtown is important for Columbus' future.

Figure ES.11
Importance of Downtown Development for Future
of Columbus
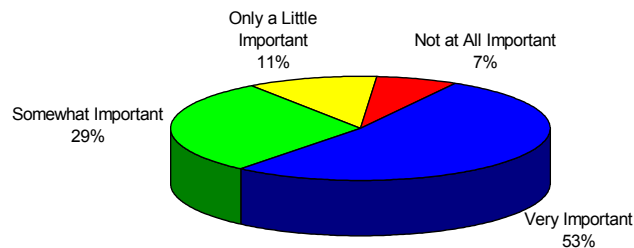
The overwhelming majority of respondents think that downtown development is either "very important" (53%) or "somewhat important" (29%) for the future of Columbus. Only 7% of respondents think it is "not at all important." This signals strong recognition of the importance of taking steps to make downtown vibrant and thriving.

Education

The primary means by which the City can encourage and promote participation in learning opportunities is through the recently organized Office of Education. The primary goal of the Office is to support children in their education and in their transitions to higher education, work, family, and adult community. While the focus of the Office is to facilitate the education of children, the primary programmatic means by which to accomplish this goal remains unsettled. The 2002 survey asked respondents to prioritize among three activities the Office could undertake to help children receive a good education. Alternatively respondents could indicate that the city should have no role in education at all. Figure ES.12 reports the results.

Most respondents think the City should provide after-school programs for kids…

Figure ES.12
Activities the City Should Undertake
to Help Children Receive a Good
Education
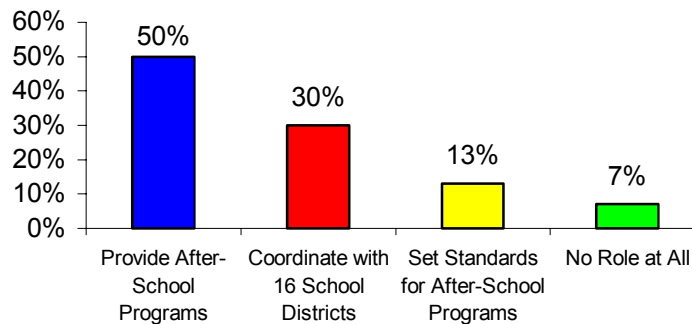
…and less than a tenth of respondents think the City should have no roll at all in education.

Half of respondents indicate that the City should directly provide after school programs. Another 13% indicate that the City should set standards for after-school programs. This suggests strong support for the Office directly delivering after-school educational programming to children, like the after-school model program Cap City Kids. Only 7% of respondents think the City should have no role at all.

Customer Service

In an effort to improve the efficiency of responses to citizen inquiries, the City is implementing a 311 phone system. Rather than try to figure out on their own which department to call with a problem or question, citizens will now be able to call one number where an operator will direct their call to the appropriate department or city employee. Management experts argue that a 311 system will make it much easier for residents to navigate the City's bureaucracy.

The 2002 survey asks residents whether they would prefer to contact departments directly with a problem or question or to call one centralized number. Figure ES.13 reports the results to this question.

Three-fourths of respondents indicate that they would prefer the City's proposed 311 phone system.

**Figure ES.13
Preference for Calling One Number or
Contacting Departments Directly with
a Question or Problem**

One Number 75%

Department Directly 25%
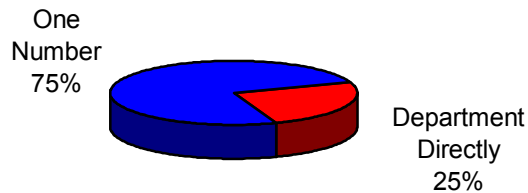
Three-fourths of respondents indicate that they would prefer to call one number, suggesting strong support for the City's planned implementation of this customer service "best practice."

Peak Performance

Citizens often have good ideas about how to prioritize performance improvement efforts. Table ES.3 reports respondent opinions on how the City can do a better job.

Table ES.3
How the City Can Do a Better Job[1]

Better Involve Community in Decision-Making[2]	17%
Improve Community Conditions[3]	17%
Improve Overall Government Performance & Efficiency[4]	15%
Improve Transportation Management & Infrastructure[5]	12%
Improve Management & Operation of Safety Services[6]	11%
Improve Management of Schools	5%
Already Doing a Good Job	5%
Other	18%

Three-quarters of respondents have suggestions for how the City could improve performance...

Over 75% of participants in the survey provide at least one idea for how the City could do a better job. As Table ES.3 reports, respondents suggest a range of areas where the City should focus its performance improvements. Interestingly almost one-fifth of respondents indicate that the City could do a better job informing and involving the community in public decision-making. This is a fairly strong signal that many respondents feel they have little ability to influence the policy-making process.

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[1] Multiple responses allowed. Table based on 928 valid responses.
[2] Category includes increase community involvement and keep public informed.
[3] Category includes improve neighborhoods, downtown & poor areas.
[4] Category includes project and budget efficiency & public employee performance.
[5] Category includes improve streets, safety, traffic, transportation & snow removal.
[6] Category includes more police, improve emergency response time & reduce crime.

6. Examples from Individual Departments

Many of the questions on the survey do not directly touch on the strategic priorities of the City. However, these questions provide critical information to departments about their performance, the awareness of citizens with their programs, and the usage of their services. This section reports highlights of these results by individual department.

Public Services Department

Respondents were asked to assess their ability to get from one place to another in those areas where there is no construction. This question was asked to gauge traffic flow throughout the City without biasing respondents towards complaining about construction, which is often designed to improve traffic flow. Figure ES.14 reports the results.

Respondents think traffic flow in Columbus is good or fair.

**Figure ES.14
Ability to Get from One Place to
Another**
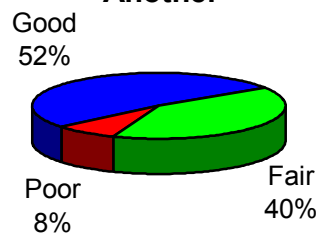
Good
52%

Poor
8%

Fair
40%

In general, respondents give traffic flow high marks. Over half of respondents rated their ability to get from one place to another as "good" and another 40% reported "fair". Less than one-tenth said their ability to get from once place to another was "poor".

In addition, a majority indicate that the condition of Columbus streets are "about the same" as those of other cities of similar size and around 27% indicate that they are "better". Only 17% indicate that they are "worse". Figure ES.15 displays these results graphically.

The condition of Columbus streets is about the same as that of cities of a similar size..

**Figure ES.15
Condition of Columbus Streets Relative to
Cities of a Similar Size**
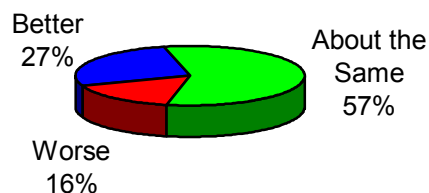
Better
27%

About the
Same
57%

Worse
16%

Health Department

The survey includes a key question regarding the Health Department's policy and programmatic concerns. Figure 5.49 reports respondent opinions about what the most important health issues in Columbus are.

Almost one-third of respondents think obesity is the most important health issue in Columbus…

Figure ES.16
Most Important Health Issues in Columbus
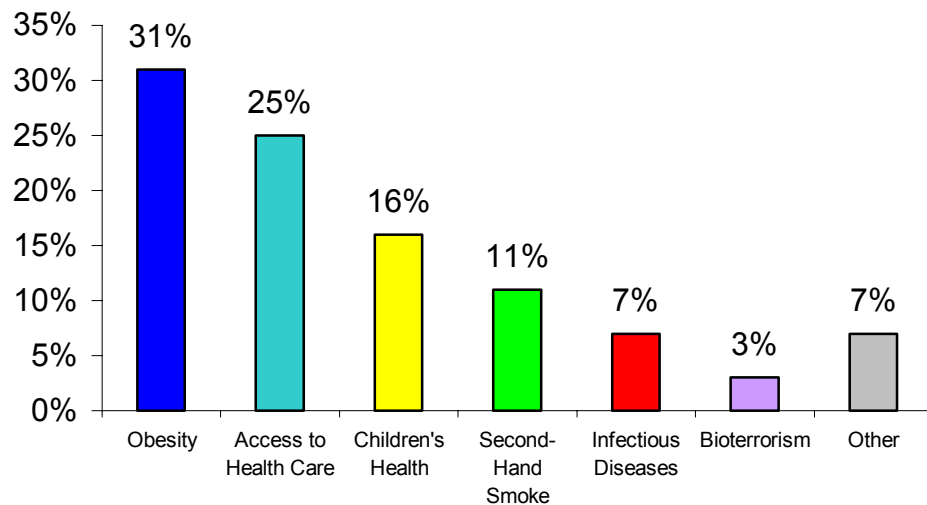
…and only 10% identify either infectious diseases or bio-terrorism.

Responses to this question shed light on important health priorities in the community. Over 30% of respondents indicate that obesity is the primary health problem. This suggests that programs like "Commit to be Fit" have raised awareness about high levels of obesity. A quarter of respondents select access to health care, while one-sixth of respondents select children's health and one-tenth second-hand smoke. Interestingly, given the war-on-terrorism and the recent wave of anthrax scares only 7% select infectious disease and only 3% bio-terrorism. Seven-percent select some other health problem.

Technology Department

A key policy question for the Technology Department is whether residents have access to the internet. Columbus ranks high on internet access in national surveys (i.e. 8th in Yahoo's 2000 "Most Wired Cities" in terms of percentage of residents with internet access), and the 2002 survey provides support for this ranking. Figure ES.17 on the next page reports the percentage of respondents with internet access. Only 15% of respondents do not have internet access, while 60% have access from home and 25% have access from someplace else.

The majority of respondents have internet access either from home or someplace else...

Figure ES.17
Percentage of Respondents with and without Internet Access
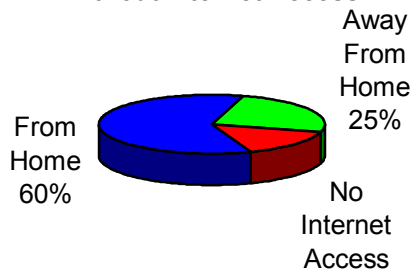
While internet access is high, access varies across service districts. Figure ES.18 reports access across service districts. The districts around the outside of the City (1, 2, 5, 6, 7, 10 & 11) all report home access above 50% and total access above 80% (home and away from home combined). In addition, the University/Village Area (4) district reports high levels of access either from home (76%) or away from home (19%). This is not surprising given that a large percentage of the residents in this district are students at Ohio State University. On the other hand, the central service districts (3, 8 & 9) all report access from home at less than 40% and total access less than 80%.

Figure ES.18

...although districts around the outside of the City report the highest levels of internet access.

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Center for Survey Research
College of Social and Behavioral Sciences

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154 North Oval Mall
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Tel.: 614.292.6672

An important trend in the management of complex organizations is to increasingly rely on systematic, representative data to help gauge the effectiveness of various policy initiatives and assess how various organizational goals are being met. Years ago it may have been a common practice to make decisions based on impressionistic evidence or intuition, but in today's world it is increasingly common to see important decisions based on systematic data. This is a very healthy trend because it creates a rational environment for decision-makers and suggests that important decisions will be made in an informed manner. Everyone in the community benefits from sound decision-making.
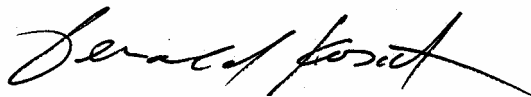
The City of Columbus has a long and important tradition of studying citizen satisfaction with basic city services through scientific surveys. The feedback that officials receive from these data about their performance in delivering basic city services is critical in highlighting things that need improvement as well as developing evidence to show that many things are being done as they should be.

The 2002 Columbus Citizen Satisfaction Survey represents a bold philosophical and technical advance over previous efforts. In 2002 the city requested that the data be analyzed by 12 neighborhood service districts. The Center for Survey Research at Ohio State University responded to this difficult research challenge because the project was interesting and complex. Another motivation was that the project would be an opportunity to combine survey research tools and geographic information systems that are too rarely used together.

As the lead agency in this effort, we formed a partnership with the OSU Center for Urban and Regional Analysis and its director, Dr. Edward Malecki, a very prominent urban geographer. We also brought into the project Dr. Trevor Brown, a professor in the OSU School of Public Policy and Management, whose research specialization focuses on the delivery of municipal services. The report in your hands is the culmination of this partnership.

In our democratic system of government, citizens typically have their voices heard through voting. Voting is the foundation of our democratic system of governance and a fundamental right of citizens, but it is not precise with respect to expressing citizen preferences on various public policy initiatives. Careful scientific surveys can help policy makers and administrators understand how citizens are experiencing the city's efforts to provide a variety of services. This gives important historical benchmarks against which present and future efforts can be judged. The city has shown years of steady progress in increasing satisfaction with basic services. We are pleased to help document this progress, particularly here in our hometown, since we all have a stake in the quality of municipal services.

Regards,

Gerald Kosicki, Ph.D.
Director

Contributing Organizations

Center for Survey Research, The Ohio State University

The Center for Survey Research is a full-service survey research organization that conducts academic and public policy survey research for various governmental agencies, faculty at OSU and other institutions, OSU administration and agencies, as well as market research for private sector companies. Visit www.csr.ohio-state.edu or call (614) 292-6672.

Center for Urban and Regional Analysis (CURA), The Ohio State University

The primary mission of this Center is to conduct research on urban and regional issues, contributing expertise to analysis at the city, state, regional, national, and international scales. CURA aims to provide a cohesive urban and regional policy presence for The Ohio State University. For more information, see http://cura.osu.edu or contact CURA at 614-688-5439.
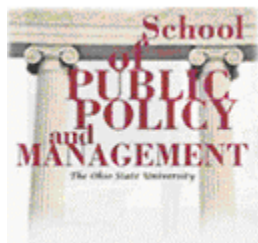
School of Public Policy and Management, The Ohio State University

The School's mission is to create a dynamic interdisciplinary environment that enhances excellence in research, teaching, and service and furthers the public interest. The School creates and disseminates knowledge that offers insights into public values and policy challenges, anticipates and frames public discourse, and develops creative, informed, and effective responses.

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Trevor L. Brown is an Assistant Professor Assistant Professor at the School of Public Policy and Management at The Ohio State University. He received a joint Ph.D. in Public Policy and Political Science from the School of Public and Environmental Affairs and Department of Political Science at Indiana University. His research specializations are performance management and measurement, public service delivery, intergovernmental relations, and urban management.

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Data Analysis and Mapping Consultant

Edward J. Malecki is Professor of Geography and Director of the Center for Urban and Regional Analysis at The Ohio State University. His specializations are in economic development, technology, telecommunications, and entrepreneurship. He is on the editorial boards of several journals and is Associate Editor of *Entrepreneurship and Regional Development*.

GIS Mapping Analyst

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